

**Case History**

Case ID : N012009-11-1901376

Case Title :



LOW BEAM LIGHTS NOT WORKING

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/19/2009 4:45:31 PM, cbaldas

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N032009-10-1400816	Division : Honda - Auto	Condition : Closed	Open Date : 10/14/2009 11:49:30
Case Originator : Suk Hong (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/14/2009 11:53:39
Case Owner : Suk Hong (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Suk Hong (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - RECALL INQUIRY		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 : ALTON, NH [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / SHHEP33583U [REDACTED]  
Model / Year : CIVIC HB / 2003  
Model ID / Product Line : EP3353EW / A  
Miles / Hours : 120,000  
In Service Date : 07/14/2003  
Months In Use : 75  
Engine Number : K20A32702411  
Originating Dealer No. / Name : 206958 / GRAPPONE HONDA  
Selling Dealer No. / Name : 206958 / GRAPPONE HONDA  
Trim : SI  
No. Of Doors : 3  
Transmission Code : SMT  
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.
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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
N032009-10-1400816-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-10-1400816-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Suk Hong	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/14/2009 11:52:24
Issue Owner : Suk Hong	Type 2 : Eligibility	Queue :	Close Date : 10/14/2009 11:53:38
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Provided Information, 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

## Spool Report

Run Date : 03/06/2012

### Case History

Case ID : N032009-10-1400816

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

\*\*\* CASE CREATE 10/14/2009 11:49:30 AM, shong

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/14/2009 11:49:36 AM, shong

WARRANTY CHECK 10/14/2009 11:49:36 AM shong

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 10/14/2009 11:49:36 AM, shong

CLAIM HISTORY CHECK 10/14/2009 11:49:36 AM shong

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 10/14/2009 11:49:38 AM, shong

CAMPAIGN CHECK 10/14/2009 11:49:38 AM shong

The following Campaign information was found

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

\*\*\* CASE VSC LOOKUP 10/14/2009 11:49:39 AM, shong

VSC CHECK 10/14/2009 11:49:39 AM shong

The following VSC information was found

BEAU;CRAWFORD;V001686802;B46;(NEW) PREMIUM 4YR 60K 0 DED;CANCELLED;2003-08-09;2003-07-14;2007-07-13;60000;33;206958;0.00

\*\*\* CASE CUC LOOKUP 10/14/2009 11:49:39 AM, shong

CUC CHECK 10/14/2009 11:49:39 AM shong

The following CUC information was found

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

\*\*\* CASE MODIFY 10/14/2009 11:49:42 AM, shong

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/14/2009 11:49:43 AM, shong

into WIP default and Status of Solving.

\*\*\* NOTES 10/14/2009 11:52:08 AM, shong, Action Type : Call from Customer

Mr. Kyle Peters contacted AHM to check if his vehicle had any recalls at the moment.

Customers contact information was added;

Customer stated that his headlights low beams do not work at all. He stated that he checked the fuses and bulbs but couldnt find the issue. I advised him that all of our recalls are VIN specific, and that his vehicle was not affected by any recalls for the headlights. Customer understood. I asked if he needed any other assistance and he denied. I thanked him for contacting AHM. The call ended.

\*\*\* SUBCASE N032009-10-1400816-1 CREATE 10/14/2009 11:52:24 AM, shong

Created in WIP Default with Due Date 10/14/2009 11:52:24 AM.

\*\*\* CASE MODIFY 10/14/2009 11:53:36 AM, shong

into WIP default and Status of Solving.

\*\*\* SUBCASE N032009-10-1400816-1 CLOSE 10/14/2009 11:53:38 AM, shong



Case History

Case ID : N032009-10-1400816

Case Title : [REDACTED] RECALL INQUIRY

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/14/2009 11:53:39 AM, shong

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N012011-09-2100033	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/21/2011 6:15:03 AM
Case Originator :	Jennell Fort (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/21/2011 7:26:49 AM
Case Owner :	Jennell Fort (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jennell Fort (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT COMPLAINT			No. of Attachments :	0		

## Site / Contact Info :

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

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / SHHEP335330 [REDACTED]  
Model / Year : CIVIC HB / 2003 [REDACTED]  
Model ID / Product Line : EP3353EW / A  
Miles / Hours : 130,000  
In Service Date : 08/13/2003  
Months In Use : 97  
Engine Number : K20A32704173  
Originating Dealer No. / Name : 208093 / PAUL BLOUIN HONDA  
Selling Dealer No. / Name : 208093 / PAUL BLOUIN HONDA  
Trim : SI  
No. Of Doors : 3  
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 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
N012011-09-2100033-1 [REDACTED] PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-09-2100033-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennell Fort	Type 1 : Product	Status : Subcase Close	Open Date : 9/21/2011 6:32:19 AM
Issue Owner : Jennell Fort	Type 2 : Operation	Queue :	Close Date : 9/21/2011 7:20:46 AM
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 : Updated Information, Assist Denied, 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 : N012011-09-2100033

Case Title : [REDACTED] - HEADLIGHT COMPLAINT

\*\*\* CASE CREATE 9/21/2011 6:15:03 AM, jfort

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

\*\*\* CASE MODIFY 9/21/2011 6:15:09 AM, jfort

into WIP default and Status of Solving.

\*\*\* NOTES 9/21/2011 6:31:12 AM, jfort, Action Type : Call from Customer

Updated contact information # [REDACTED] the customer stated the Civic has a recall for the headlights that resembles the same headlight concern she is experiencing. She stated she has owned the vehicle for a couple of years now. She does not service at a Honda dealership and feels her headlight issue should also be under recall. I informed the customer that the vehicle at this time is not under recall and has substantially exceed its warranty parameters so at this time we are unable to offer assistance with the repair. The customer stated she feels the vehicle is unsafe to drive. I suggested the customer take the vehicle into a Honda dealership or IRF for diagnosis and repair and not to continue to drive the vehicle if she feels it unsafe. I explained that failures outside the warranty parameters are the responsibility of the owner of the vehicle and to continue to drive a vehicle she feels is unsafe, without having it diagnosed and repaired is ill advised and her responsibility. She stated she is going to wait until a recall comes out because she does not feel she should have to pay for repair. She also stated she is going to contact her State Attorney General Office. I recommended she do so and explained AHM would not dissuade her from pursuing whatever legal remedies she felt applicable. She stated no further assistance is needed and the call ended. I advised the customer if she repaired the vehicle and in the event a recall is implemented she may follow up with AHM for reimbursement.

\*\*\* CASE MODIFY 9/21/2011 6:31:19 AM, jfort

into WIP default and Status of Solving.

\*\*\* SUBCASE N012011-09-2100033-1 CREATE 9/21/2011 6:32:19 AM, jfort

Created in WIP Default with Due Date 9/21/2011 6:32:19 AM.

\*\*\* SUBCASE N012011-09-2100033-1 CLOSE 9/21/2011 7:20:46 AM, jfort

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 9/21/2011 7:20:50 AM, jfort

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 9/21/2011 7:26:49 AM, jfort

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032008-03-0400022	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/4/2008 6:15:26 AM
Case Originator :	Jose Jimenez (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/4/2008 6:19:05 AM
Case Owner :	Jose Jimenez (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jose Jimenez (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY			No. of Attachments :	0		

## Site / Contact Info :

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

## Product Info :

Unit Owner :  
VIN Type / No. : US VIN / SHHEP33533U  
Model / Year : CIVIC HB / 2003  
Model ID / Product Line : EP3353EW / A  
Miles / Hours : 310,000  
In Service Date : 07/03/2003  
Months In Use : 56  
Engine Number : K20A32704702  
Originating Dealer No. / Name : 207486 / PHIL HUGHES HONDA  
Selling Dealer No. / Name : 207486 / PHIL HUGHES HONDA  
Trim : SI  
No. Of Doors : 3  
Transmission Code : SMT  
Exterior Color : WH  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032008-03-0400022-I /	CAMPA	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032008-03-0400022-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jose Jimenez	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/4/2008 6:15:32 AM
Issue Owner : Jose Jimenez	Type 2 : Eligibility	Queue :	Close Date : 3/4/2008 6:19:05 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
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 : N032008-03-0400022

Case Title : [REDACTED] - RECALL INQUIRY

\*\*\* CASE CREATE 3/4/2008 6:15:26 AM, jjimenez

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

\*\*\* SUBCASE N032008-03-0400022-1 CREATE 3/4/2008 6:15:32 AM, jjimenez

Created in WIP Default with Due Date 3/4/2008 6:15:32 AM.

\*\*\* NOTES 3/4/2008 6:17:50 AM, jjimenez, Action Type : Call from Customer

Customers information was verified [REDACTED]

Customer was calling to find out if he was affected by the headlight recall. Customer stated that his low beam head lights do not come on only the high beams light stay on. Customer was informed that all recalls are vin specific and he is not affected by any recalls at this time. Customer was advised to take his vehicle to the dealer to have it inspected but any repairs needed would be at the owners expense since he is outside the 3 years or 36,000 miles new vehicle limited warranty. Customer understood and declined to have a dealer located for him. Customer required no further assistance and was thanked for calling American Honda.

\*\*\* CASE MODIFY 3/4/2008 6:18:54 AM, jjimenez

into WIP default and Status of Solving.

\*\*\* SUBCASE N032008-03-0400022-1 CLOSE 3/4/2008 6:19:05 AM, jjimenez

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/4/2008 6:19:05 AM, jjimenez

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N012008-04-0901256	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/9/2008 2:16:37 PM
Case Originator :	Jermaine Walton (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/9/2008 7:25:04 PM
Case Owner :	Sharon Egwuonwu (Team HD)	Method :	Phone	Queue :		Days Open :	91
Last Closed By :	Sharon Egwuonwu (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	10D - ARROWHEAD - CORDOBA, [REDACTED]						

RQST (ELECTRICAL STE 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 : LITCHFIELD PARK, AZ [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / SHHEP33553U [REDACTED]  
Model / Year : CIVIC HB / 2003  
Model ID / Product Line : EP3353EW / A  
Miles / Hours : 72,000  
In Service Date : 07/09/2003  
Months In Use : 57  
Engine Number : K20A32706639  
Originating Dealer No. / Name : 207254 / DUBLIN HONDA  
Selling Dealer No. / Name : 207254 / DUBLIN HONDA  
Trim : SI  
No. Of Doors : 3  
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 : 208011 / ARROWHEAD HONDA  
Phone No. : 623-974-9700  
Address : 8380 WEST BELL ROAD  
City / State / Zip : PEORIA, AZ 85382  
Svc District / Sls District : 10D / D10  
Warranty Labor Rate / Date : \$110.00 /  
Agent Name : RICHARD ELLIS 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
N012008-04-0901256-1 / [REDACTED]	Subcase Close	Product	Operation	512	Pwr steering pum
N012008-04-0901256-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights



**Issue Details**

Issue ID : N012008-04-0901256-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Arauza	Type 1 : Product	Status : Subcase Close	Open Date : 4/10/2008 11:43:02 AM
Issue Owner : Timothy Sonntag	Type 2 : Operation	Queue :	Close Date : 5/7/2008 10:27:51 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 512 / Pwr steering pum  
Condition Code Desc : Noise 5121  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Provided Information, Assist - AHM Partial,  
Component Category : 01 - Steering System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012008-04-0901256-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Timothy Sonntag	Type 1 : Product	Status : Subcase Close	Open Date : 7/2/2008 3:02:50 PM
Issue Owner : Sharon Egwuonwu	Type 2 : Operation	Queue :	Close Date : 7/9/2008 7:25:03 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 : CR Generated Gdwill, Provided Information, Assist - AHM 100%  
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-S5A-A02	SWITCH ASSY.	Not Applicable

**Check Req Info :**

Check Requisition No. : 7095  
Primary Amount : \$153.33  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$153.33  
Approved By : wparker  
Approval Date : 7/2/2008 3:52:07  
Status : PROCESSED  
Check No. : 1744305  
Check Date : 7/4/2008

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : LITCHFIELD PARK, AZ [REDACTED]  
Campaign Template # :  
Contention Code : 03220  
Defect Code : 03214  
Category : Regular  
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012008-04-0901256

Case Title : 10D - ARROWHEAD - [REDACTED] GOODWILL RQST (ELECTRICAL STEERING)

\*\*\* CASE CREATE 4/9/2008 2:16:37 PM, jwalton

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/9/2008 2:24:17 PM, jwalton

WARRANTY CHECK 04/09/2008 02:24:17 PM jwalton

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 4/9/2008 2:24:20 PM, jwalton

CLAIM HISTORY CHECK 04/09/2008 02:24:20 PM jwalton

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 4/9/2008 2:24:23 PM, jwalton

CAMPAIGN CHECK 04/09/2008 02:24:23 PM jwalton

The following Campaign information was found

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

\*\*\* CASE VSC LOOKUP 4/9/2008 2:24:24 PM, jwalton

VSC-CUC CHECK 04/09/2008 02:24:24 PM jwalton

No data found for VIN.

\*\*\* NOTES 4/9/2008 2:31:37 PM, jwalton, Action Type : Call from Customer

Verified contact information.

Customer states that when her vehicle hit 60000 miles, she started dealing with a lot of issues. Customer states in Feb her AC Compressor had to be replaced. The replacement was done at an IRF. Customer states that she took her vehicle into Arrowhead Honda on 04-08-08, due to a squeaking noise in the vehicles electrical power steering and because of loose wires from her headlight.

The dealership replaced the headlight combo switch because the wires were fried. She paid \$259 dollars for the repair.

The dealership also advised her that she would have to replace the electrical power steering and struts. The estimated cost in repairs is \$3000.

The customer is requesting that AHM provide assistance.

ACS informed the customer that she is outside of her warranty coverage but ACS will forward her case to a RCM for further review. ACS informed the customer that she will receive a call within 1-2 business days. ACS informed the customer that he could not guarantee that AHM will provide assistance.

Customer understood.

::: She stated that she does not have the vehicle serviced by a Honda Dealership. She also stated that she has owned 5 previous Hondas:::

\*\*\* CASE MODIFY 4/9/2008 2:32:16 PM, jwalton

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 4/9/2008 2:32:59 PM, jwalton

from WIP default to Queue Honda Team D.

\*\*\* CASE YANKED 4/9/2008 2:33:24 PM, jwalton

Yanked by jwalton into WIPbin default.

Case History

Case ID : N012008-04-0901256

Case Title : 10D - ARROWHEAD - [REDACTED] - GOODWILL RQST (ELECTRICAL STEERING)

\*\*\* CASE MODIFY 4/9/2008 2:33:29 PM, jwalton  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 4/9/2008 2:33:35 PM, jwalton  
from WIP default to Queue Honda Team C.

\*\*\* CASE MODIFY 4/9/2008 2:33:55 PM, jwalton  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 4/9/2008 2:34:27 PM, wparker  
N012008-04-0901256 to jarauza, WIP

\*\*\* CASE RULE ACTION 4/9/2008 2:34:27 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 4/9/2008 2:55:58 PM, jarauza  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012008-04-0901256-1 CREATE 4/10/2008 11:43:02 AM, jarauza  
Created in WIP Default with Due Date 4/10/2008 11:43:02 AM.

\*\*\* NOTES 4/10/2008 11:51:42 AM, jarauza, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER

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

The customer is requesting assistance with an issue with the power steering system as well as another issue with struts. I received your e-mail and will document it in the notes of the case. Thank you for being proactive in the matter as well as providing the additional information.

This is for your information only and no response is required.

Thank you for your attention to this matter.

John Arauza  
Automobile Customer Service

\*\*\* NOTES 4/10/2008 11:53:33 AM, jarauza, Action Type : Call from Dealer  
E-mail received from SM Mike Southern at Arrowhead Honda:

John,

A little more information for you on this case:

The first time we ever saw this vehicle was 3/25/08 odometer read 71,994 miles, two concerns: low beams not working, had to use ☐brights☐ to drive, second concern - steering noise, happens with any type of turn, comes from front of vehicle.

At that time we diagnosed as failed headlamp switch, and possible power steering rack noisy, also the front struts were noisy. Customer declined repairs at that time.

Case History

Case ID : N012008-04-0901256

Case Title : 10D - ARROWHEAD [REDACTED] GOODWILL RQST (ELECTRICAL STEERING)

Second visit was 4/8/08 customer paid to have headlamp switch replaced (credit was given for diag charges on previous repair). Also requested estimate for powersteering rack and struts, but elected not to complete repairs.

So, we have two visits totally approx \$250.00 spent with our dealership. Out of curiosity, I pulled both warranty history and Carfax, I wanted to see where the vehicle had been and what repairs had been done previously. What I found was unusual. According to Carfax, vehicle was alternated between California and Arizona titles 2 times during this 1 persons ownership, but what I really striking is that Oct 09, 2006 AZ MVD recorded the mileage as 108,728 miles when an Out of State inspection by a certified inspector was done, also AZ MVD issued titles or registration in December and again in April 07 (I attached the Carfax information here).

It is possible that Earnhardt Honda has information on this car as vehicle appears to have been registered in their area, and customer's provided address is in that area, however based on lack of history, and possible title washing issue with this vehicle, ARH would be reluctant to recommend goodwill assistance on these repairs. Customer may have better explanation on history of vehicle which could eliminate title washing as a possibility, nonetheless, dealer cannot support decision for goodwill in this instance.

Call with any additional questions, our two repair orders attached for your review as well

Mike Southern

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/10/2008 11:53:59 AM, jarauza

WARRANTY CHECK 04/10/2008 11:53:59 AM jarauza

No data found for VIN.

\*\*\* NOTES 4/10/2008 12:02:45 PM, jarauza, Action Type : Call to Customer

I called the customer at the home phone number. I left an answering machine message requesting the customer give me a call back.

\*\*\* COMMIT 4/10/2008 12:06:39 PM, jarauza, Action Type : N/A

Customer follow up (4/14) re: case.

\*\*\* CASE ASSIGN 4/15/2008 8:24:06 AM, jarauza

N012008-04-0901256 to tsonntal, WIP [REDACTED] (+[REDACTED]4!+[REDACTED]^

\*\*\* CASE RULE ACTION 4/15/2008 8:24:07 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 4/15/2008 10:59:35 AM, tsonntal, Action Type : Call to Customer

Called customer and left a VM for a call back. Sending customer a 10-day letter.

\*\*\* CASE FULFILL 4/15/2008 10:59:40 AM, tsonntal

Fulfilled for NALEE CORDOBA due 04/13/2008 11:00:00 PM.

\*\*\* COMMIT 4/15/2008 10:59:42 AM, tsonntal, Action Type : N/A

Close Case if no response

\*\*\* NOTES 4/17/2008 1:13:48 PM, csherrar, Action Type : Call from Customer

ACS received inbound call from customer requesting to speak to RCM and customer agreed to transferred to RCM voicemail. ACS updated customer's day time telephone number.

\*\*\* NOTES 4/21/2008 9:26:04 AM, tsonntal, Action Type : Call from Customer

Case History

Case ID : N012008-04-0901256

Case Title : 10D - ARROWHEAD [REDACTED] GOODWILL RQST (ELECTRICAL STEERING)

Customer called me regarding her case. Customer informed that she has already gotten the A/C compressor and headlight switch replaced. Customer informed that she is still having an issue with the steering pump. Informed customer that I will contact the dealership to get more information. Customer understood and thanked me for assistance.

\*\*\* CASE FULFILL 4/21/2008 9:26:09 AM, tsonntal

Fulfilled for [REDACTED] due 04/25/2008 11:00:00 PM.

\*\*\* COMMIT 4/21/2008 9:26:28 AM, tsonntal, Action Type : N/A

## Call Dealership

\*\*\* NOTES 4/23/2008 3:17:48 PM, tsonntal, Action Type : Call to Dealer

Called dealership and left a VM for Richard(SA) for a call back.

\*\*\* SUBCASE N012008-04-0901256-1 YANKED 4/23/2008 3:18:05 PM, tsonntal

Yanked by tsonntal into WIPbin \*\* Default \*\*.

\*\*\* CASE FULFILL 4/23/2008 3:18:32 PM, tsonntal

Fulfilled for [REDACTED] due 04/23/2008 11:00:00 PM.

\*\*\* COMMIT 4/23/2008 3:18:34 PM, tsonntal, Action Type : N/A

## Follow Up

\*\*\* NOTES 4/23/2008 3:27:16 PM, tsonntal, Action Type : Call from Dealer

Richard(SA) from Arrowhead Honda called me back regarding the case. SA informed that the customer brought the vehicle in for a noise coming from the steering. SA diagnosed that the power steering rack and struts needs to be replaced for close to \$2000.00. Informed SA that as a goodwill gesture AHM will cover 50% of the repairs. Provided him with my authorization number. SA informed that he will contact the customer and present the offer. Thanked SA for his time.

\*\*\* NOTES 4/30/2008 9:16:30 AM, tsonntal, Action Type : Call to Customer

Called customer and left a VM for a call back.

\*\*\* CASE FULFILL 4/30/2008 9:16:34 AM, tsonntal

Fulfilled for [REDACTED] due 04/29/2008 11:00:00 PM.

\*\*\* COMMIT 4/30/2008 9:16:35 AM, tsonntal, Action Type : N/A

## Follow Up

\*\*\* NOTES 5/7/2008 10:27:14 AM, tsonntal, Action Type : Call to Customer

Called customer and left a VM for a call back. Informed customer that if she has any further concerns to give AHM a call back. Closing case.

\*\*\* CASE FULFILL 5/7/2008 10:27:20 AM, tsonntal

Fulfilled for [REDACTED] due 05/06/2008 11:00:00 PM.

\*\*\* SUBCASE N012008-04-0901256-1 CLOSE 5/7/2008 10:27:51 AM, tsonntal

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/7/2008 10:27:53 AM, tsonntal

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

\*\*\* CASE REOPEN 6/5/2008 3:03:23 PM, tsonntal

with Condition of Open and Status of Solving.

\*\*\* NOTES 6/5/2008 3:27:24 PM, tsonntal, Action Type : Call from Customer

Case History

Case ID : N012008-04-0901256

Case Title : 10D - ARROWHEAD - [REDACTED] GOODWILL RQST (ELECTRICAL STEERING

Customer called me back regarding the case. Customer informed that she has not gotten the repairs done because she feels that she should not pay for any of the repairs. Informed customer that I can submit this with the review board to see if more assistance can be offered. Customer understood and thanked me for looking into the case.

\*\*\* NOTES 6/5/2008 4:51:39 PM, tsonnta1, Action Type : Call to Dealer

Called dealership and spoke with Richard(SA) regarding the case. SA informed that he is not aware of what caused the struts to go out or of why it is making noise. Informed SA that since this rarely happens and the customer is a loyal Honda customer that AHM is going to cover the entire cost as a onetime goodwill gesture. Provided SA with my authorization number. SA informed that he will order the parts and contact the customer to set up an appointment to bring in the vehicle. Thanked SA for his time.

\*\*\* NOTES 6/5/2008 4:55:26 PM, tsonnta1, Action Type : Call to Customer

Called customer and let customer that AHM will cover the repairs as a onetime goodwill gesture. Informed customer that this decision was based on that she is a loyal Honda customer and that the dealership is unable to disclose of what caused the struts to go out. Informed customer that Richard(SA) at the dealership will call her to set up an appointment to bring in the vehicle. Customer thanked me for assistance. Customer informed that she feels a lot better about the situation. Informed customer to give AHM a call back if any other assistance is needed.

\*\*\* COMMIT 6/5/2008 4:55:30 PM, tsonnta1, Action Type : N/A

Made to [REDACTED] due 06/11/2008 11:00:00 PM.

Follow Up

\*\*\* NOTES 6/9/2008 2:27:59 PM, krivas, Action Type : Letter/Fax

On 06/09/08 ACS received a 3-page fax from customer.

\*\*\* CASE CAMPAIGN LOOKUP 6/11/2008 3:43:06 PM, tsonnta1

CAMPAIGN CHECK 06/11/2008 02:43:06 PM tsonnta1

The following Campaign information was found

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/11/2008 3:43:11 PM, tsonnta1

WARRANTY CHECK 06/11/2008 02:43:11 PM tsonnta1

No data found for VIN.

\*\*\* NOTES 6/11/2008 3:47:18 PM, tsonnta1, Action Type : Call to Customer

Called customer and left a VM for a call back.

\*\*\* CASE FULFILL 6/11/2008 3:47:24 PM, tsonnta1

Fulfilled for [REDACTED] due 06/11/2008 11:00:00 PM.

\*\*\* COMMIT 6/11/2008 3:47:26 PM, tsonnta1, Action Type : N/A

Follow Up

\*\*\* NOTES 6/17/2008 1:21:17 PM, tsonnta1, Action Type : Call to Customer

Called customer and left a VM for a call back.

\*\*\* CASE MODIFY COMMITMENT 6/17/2008 1:21:28 PM, tsonnta1

with [REDACTED] due 06/20/2008 11:00:00 PM.

\*\*\* NOTES 6/20/2008 11:22:04 AM, tsonnta1, Action Type : Call to Customer

Called customer and left a VM for a call back. Sending customer a 10-day letter.

\*\*\* CASE FULFILL 6/20/2008 11:22:16 AM, tsonnta1

Case History

Case ID : N012008-04-0901256 Case Title : 10D - ARROWHEAD - [REDACTED] - GOODWILL RQST (ELECTRICAL STEERING

Fulfilled for [REDACTED] due 06/20/2008 11:00:00 PM.

\*\*\* COMMIT 6/20/2008 11:22:17 AM, tsonnta1, Action Type : N/A

Call Customer

\*\*\* NOTES 6/30/2008 2:00:12 PM, tsonnta1, Action Type : Call from Customer

Customer called me back and left me a VM to give her a call back.

\*\*\* NOTES 6/30/2008 2:00:29 PM, tsonnta1, Action Type : Call to Customer

Called customer and left a VM for a call back.

\*\*\* CASE MODIFY COMMITMENT 6/30/2008 2:00:48 PM, tsonnta1

with NALEE CORDOBA due 07/02/2008 11:00:00 PM.

\*\*\* NOTES 7/2/2008 3:02:16 PM, tsonnta1, Action Type : Call to Customer

Called customer regarding the case. Informed customer that I have received her fax for the reimbursement request. Informed customer that since she is a loyal Honda customer AHM will reimburse her for the headlight switch in the amount of \$153.33. Verified customers mailing address. Informed customer that she should receive the check within two weeks. Customer understood and thanked me for assistance.

\*\*\* CASE FULFILL 7/2/2008 3:02:24 PM, tsonnta1

Fulfilled for [REDACTED] due 07/02/2008 11:00:00 PM.

\*\*\* SUBCASE N012008-04-0901256-2 CREATE 7/2/2008 3:02:50 PM, tsonnta1

Created in WIP Default with Due Date 7/2/2008 2:02:50 PM.

\*\*\* SUBCASE N012008-04-0901256-2 DISPATCH 7/2/2008 3:08:47 PM, tsonnta1

from WIP \*\* Default \*\* to Queue CkReq - Parker.

\*\*\* COMMIT 7/2/2008 3:08:56 PM, tsonnta1, Action Type : N/A

Check Mailed?

\*\*\* SUBCASE N012008-04-0901256-2 7/2/2008 3:52:08 PM, wparker, Action Type :

Check Requisition for 153.33 \$ submitted

Check Requisition for 153.33 \$ submitted by wparker

\*\*\* SUBCASE N012008-04-0901256-2 RETURN 7/2/2008 3:52:11 PM, wparker

from Queue CkReq - Parker to WIP Subcases.

\*\*\* NOTES 7/3/2008 12:50:43 PM, krivas, Action Type : Letter/Fax

On 07/02/08 ACS received a 4-page fax from customer.

\*\*\* NOTES 7/3/2008 1:24:48 PM, pbongco, Action Type : Note-General

Check mailed

\*\*\* SUBCASE N012008-04-0901256-2 COMMIT 7/7/2008 8:02:52 AM, tsonnta1, Action Type : External Commitment

Check processed for check\_req\_no = 7095 on 2008-07-04-00.00.00.000000

\*\*\* CASE ASSIGN 7/8/2008 12:14:55 PM, tsonnta1

N012008-04-0901256 to segwuonw, WIP

\*\*\* CASE RULE ACTION 7/8/2008 12:14:56 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012008-04-0901256-2 YANKED 7/9/2008 7:24:49 PM, segwuonw



Case History

Case ID : N012008-04-0901256

Case Title : 10D - ARROWHEAD - [REDACTED] GOODWILL RQST (ELECTRICAL STEERING

Yanked by segwuonw into WIPbin default.

\*\*\* CASE MODIFY 7/9/2008 7:25:00 PM, segwuonw  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012008-04-0901256-2 CLOSE 7/9/2008 7:25:03 PM, segwuonw  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/9/2008 7:25:04 PM, segwuonw  
Status = Closed, Resolution Code = Instruction Given, State = Open

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N012007-07-0300690	Division : Honda - Auto	Condition : Closed	Open Date : 7/3/2007 10:35:36 AM
Case Originator : Vanna Chhauy (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/24/2007 1:28:07 PM
Case Owner : Kevin Wong (Team AB)	Method : Phone	Queue :	Days Open : 21
Last Closed By : Kevin Wong (Team AB)	Point of Origin : Customer	Wipbin :	
Case Title : 10H (DESERT) [REDACTED]	COMBINATION SWITCH 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 : BOUDER CITY, NV [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / SHHEP33543U [REDACTED]  
 Model / Year : CIVIC HB / 2003  
 Model ID / Product Line : EP3353EW / A  
 Miles / Hours : 68,439  
 In Service Date : 08/01/2003  
 Months In Use : 47  
 Engine Number : K20A32706659  
 Originating Dealer No. / Name : 208191 / DESERT HONDA  
 Selling Dealer No. / Name : 208191 / DESERT HONDA  
 Trim : SI  
 No. Of Doors : 3  
 Transmission Code : 5MT  
 Exterior Color : WH  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 208191 / DESERT HONDA  
 Phone No. : 702-369-3099  
 Address : 1700 E. SAHARA AVENUE  
 City / State / Zip : LAS VEGAS, NV 89104  
 Svc District / Sls District : 10H / E10  
 Warranty Labor Rate / Date : \$101.00 /  
 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
N012007-07-0300690-1 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights
N012007-07-0300690-2 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights
N012007-07-0300690-3 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-07-0300690-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vanna Chhauy	Type 1 : Product	Status : Subcase Close	Open Date : 7/3/2007 10:58:35 AM
Issue Owner : Vanna Chhauy	Type 2 : Operation	Queue :	Close Date : 7/3/2007 10:59:02 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, 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

Issue Details

Issue ID : N012007-07-0300690-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kevin Wong	Type 1 : Product	Status : Subcase Close	Open Date : 7/6/2007 8:34:41 AM
Issue Owner : Kevin Wong	Type 2 : Operation	Queue :	Close Date : 7/17/2007 2:24:52 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 : Assist Denied  
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 : N012007-07-0300690-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kevin Wong	Type 1 : Product	Status : Subcase Close	Open Date : 7/18/2007 9:38:56 AM
Issue Owner : Kevin Wong	Type 2 : Operation	Queue :	Close Date : 7/24/2007 1:28:06 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 : 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
35012-S5A-307	SET, COMBI SW SERVIC	Not Applicable

**Check Req Info :**

Check Requisition No. : 12115  
Primary Amount : \$92.49  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$92.49  
Approved By : acaswell  
Approval Date : 7/18/2007  
Status : PROCESSED  
Check No. : 1674687  
Check Date : 7/20/2007

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : BOUDER CITY, NV [REDACTED]  
Campaign Template # :  
Contention Code : 01201  
Defect Code : 03217  
Category : Regular  
Failed Part # : 35012-S5A-307

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] - COMBINATION SWITCH ISSUE

\*\*\* CASE CREATE 7/3/2007 10:35:36 AM, vchhauy

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

\*\*\* CASE MODIFY 7/3/2007 10:35:43 AM, vchhauy

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/3/2007 10:35:54 AM, vchhauy

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/3/2007 10:36:00 AM, vchhauy

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/3/2007 10:36:17 AM, vchhauy

into WIP default and Status of Solving.

\*\*\* NOTES 7/3/2007 10:57:39 AM, vchhauy, Action Type : Call from Customer

ACS received inbound call from [REDACTED] regarding his low beam switch going out. Customer stated this problem started about 6-7 month ago. Customer stated he started researching the problem and found safety recall and SB04-015 with the 2002 Civic. He stated he feels it is the same problem. He stated he does not qualify for the recall. Customer stated he contacted SM at Desert Honda and they told him it was the combination switch. Customer stated he purchased the switch and replaced it himself. He stated that was 6 month ago and he spent \$47.00 for the switch. Customer stated last night his wife was driving and the low beam stopped working. He stated this is a safety issue and wants it corrected. He stated this problem has left a very sour taste in his mouth. He stated he knows he has to eat the cost again however he plans on taking the vehicle to Desert Honda on Thursday and if SM wants to replace the switch he is not having it. He stated it cannot be a switch problem unless AH is making inferior switch. Customer stated if he has to put another switch in he will get the problem corrected then sell vehicle and purchase a Toyota. Customer stated he owned other Honda vehicle and have never had any problem. Explained to customer I completely understand his concern and frustration. I will document his concern and first thing is getting it into dealer for diagnostic and if he still needs assistance from ACS he is welcome to contact back. Customer understood, and did not have any further question at this point.

\*\*\* CASE MODIFY 7/3/2007 10:57:50 AM, vchhauy

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/3/2007 10:57:52 AM, vchhauy

WARRANTY CHECK 07/03/2007 10:57:52 AM vchhauy

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/3/2007 10:57:55 AM, vchhauy

CLAIM CHECK 07/03/2007 10:57:55 AM vchhauy

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 7/3/2007 10:57:57 AM, vchhauy

CAMPAIGN CHECK 07/03/2007 10:57:57 AM vchhauy

The following Campaign information was found

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

\*\*\* CASE VSC LOOKUP 7/3/2007 10:57:58 AM, vchhauy

VSC-CUC CHECK 07/03/2007 10:57:58 AM vchhauy

No data found for VIN.

\*\*\* SUBCASE N012007-07-0300690-1 CREATE 7/3/2007 10:58:35 AM, vchhauy

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] COMBINATION SWITCH ISSUE

Created in WIP Default with Due Date 7/3/2007 10:58:35 AM.

\*\*\* SUBCASE N012007-07-0300690-1 CLOSE 7/3/2007 10:59:02 AM, vchhauy

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/3/2007 10:59:02 AM, vchhauy

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

\*\*\* CASE REOPEN 7/5/2007 3:33:13 PM, cvillanu

with Condition of Open and Status of Solving.

\*\*\* NOTES 7/5/2007 3:45:54 PM, cvillanu, Action Type : Call from Customer

Customer called AHM in regards to his low beams failing. I verified the customer's contact information. The customer had called 2 days before in regards to this same issue. I reopened the case and read that ACS had advised the customer to bring the vehicle into have the problem diagnosed. The service advisor at Desert Honda Lenard Hedstrom had advised that he would have to replace a light switch, loom connector and red/white wire which would cost at total of \$225. Invoice #3U406118, 562551. The customer paid for these repairs and wants to know if Honda would be able to assist him. He expresses his concerns about this problem since it is a safety issue. ACS stated that we understand and appreciate his concerns and that an RCM will be contacting him shortly. Customer thanked AHM and call ended.

\*\*\* CASE MODIFY 7/5/2007 3:46:04 PM, cvillanu

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/5/2007 3:46:06 PM, cvillanu

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/5/2007 3:46:10 PM, cvillanu

WARRANTY CHECK 07/05/2007 03:46:10 PM cvillanu

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/5/2007 3:46:13 PM, cvillanu

CLAIM CHECK 07/05/2007 03:46:13 PM cvillanu

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 7/5/2007 3:46:16 PM, cvillanu

CAMPAIGN CHECK 07/05/2007 03:46:16 PM cvillanu

The following Campaign information was found

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

\*\*\* CASE VSC LOOKUP 7/5/2007 3:46:25 PM, cvillanu

VSC-CUC CHECK 07/05/2007 03:46:25 PM cvillanu

No data found for VIN.

\*\*\* CASE MODIFY 7/5/2007 3:46:38 PM, cvillanu

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/5/2007 3:48:02 PM, cvillanu

from WIP default to Queue Honda Team C.

\*\*\* CASE ACCEPT 7/5/2007 4:49:54 PM, kwong

from Queue Honda Team C to WIP default.

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] COMBINATION SWITCH ISSUE

\*\*\* CASE MODIFY 7/5/2007 4:53:34 PM, kwong  
into WIP default and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 7/6/2007 8:33:08 AM, kwong

CLAIM CHECK 07/06/2007 08:33:08 AM kwong

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 7/6/2007 8:33:11 AM, kwong

CAMPAIGN CHECK 07/06/2007 08:33:11 AM kwong

The following Campaign information was found

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

\*\*\* COMMIT 7/6/2007 8:33:58 AM, kwong, Action Type :

Made to [REDACTED] due 07/09/2007 08:34:01 AM.

DCS Follow-Up

\*\*\* NOTES 7/6/2007 8:34:16 AM, kwong, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/9/2007 8

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

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:

ACS received inbound call from [REDACTED] regarding his low beam switch going out. Customer stated this problem started about 6-7 month ago. Customer stated he started researching the problem and found safety recall and SB04-015 with the 2002 Civic. He stated he feels it is the same problem. He stated he does not qualify for the recall. Customer stated he contacted SM at Desert Honda and they told him it was the combination switch. Customer stated he purchased the switch and replaced it himself. He stated that was 6 month ago and he spent \$47.00 for the switch. Customer stated last night his wife was driving and the low beam stopped working. He stated this is a safety issue and wants it corrected. He stated this problem has left a very sour taste in his mouth. He stated he knows he has to eat the cost again however he plans on taking the vehicle to Desert Honda on Thursday and if SM wants to replace the switch he is not having it. He stated it cannot be a switch problem unless AH is making inferior switch.

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

Kevin Wong

Automobile Customer Service

\*\*\* SUBCASE N012007-07-0300690-2 CREATE 7/6/2007 8:34:41 AM, kwong

Created in WIP Default with Due Date 7/6/2007 8:34:41 AM.

\*\*\* COMMIT 7/6/2007 8:34:47 AM, kwong, Action Type : N/A

Call cust.

\*\*\* CASE MODIFY 7/6/2007 8:34:57 AM, kwong

into WIP default and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 7/6/2007 10:23:14 AM, kwong

CLAIM CHECK 07/06/2007 10:23:14 AM kwong

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] COMBINATION SWITCH ISSUE

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

\*\*\* CASE MODIFY 7/6/2007 10:24:19 AM, kwong  
into WIP 10H and Status of Solving.

\*\*\* NOTES 7/6/2007 10:24:24 AM, kwong, Action Type : Call to Customer

I contacted customer but was redirected to voicemail. I introduced myself as Case Manager for customer's case. I provided customer with phone number and ext. where customer can reach me.

\*\*\* CASE FULFILL 7/6/2007 1:59:20 PM, kwong  
Fulfilled for [REDACTED] due 07/06/2007 05:00:00 PM.

\*\*\* CASE MODIFY 7/11/2007 9:44:45 AM, kwong  
into WIP 10H and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 7/11/2007 9:46:30 AM, kwong

CLAIM CHECK 07/11/2007 09:46:30 AM kwong

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

\*\*\* NOTES 7/11/2007 9:53:13 AM, kwong, Action Type : Call to Dealer

Spoke to S/A Leonard at Desert Honda regarding low beam switch issue. Leonard states that customer brought vehicle in for low beam issue and diagnosed faulty combination switch. Leonard states that customer claimed combination switch was purchased 6 months ago and installed by customer. Leonard advised customer to documents of parts purchase and parts will be warranted but customer could not provide documents. Leonard states that customer has no service history with Desert Honda thus not offering goodwill assistance.

\*\*\* CASE FULFILL 7/11/2007 9:53:30 AM, kwong  
Fulfilled for [REDACTED] due 07/09/2007 08:34:01 AM.

\*\*\* CASE MODIFY 7/11/2007 10:16:31 AM, kwong  
into WIP 10H and Status of Solving.

\*\*\* NOTES 7/11/2007 2:00:13 PM, kwong, Action Type : Call from Customer

Received call from customer regarding combination switch repair. Customer states that combination switch was purchased from Desert Honda approximately four ago but misplaced parts receipt. Customer states that he was seeking assistance for these repairs and feels that combination switch is related to 2002 Honda Civic 3 door safety recall. I advised customer that vehicle has exceeded limited vehicle warranty and combination switch recall does not apply to his VIN.

I informed customer that if i could verify through Desert Honda Parts that combination switch was purchased ACS would further review case. Customer understood and ended call.

\*\*\* NOTES 7/11/2007 2:13:32 PM, kwong, Action Type : Call to Dealer

Spoke to Parts Rep. Mario at Desert Honda and was advised that customer purchased Combination switch (part no. 35255-S5A-A02) invoice number: 119373 and returned combination switch part return invoice: 199377 to Desert Honda Parts Department.

\*\*\* CASE MODIFY 7/11/2007 2:13:56 PM, kwong  
into WIP 10H and Status of Solving.

\*\*\* CASE MODIFY 7/11/2007 2:14:11 PM, kwong  
into WIP 10H and Status of Solving.

\*\*\* NOTES 7/11/2007 2:15:44 PM, kwong, Action Type : Call to Customer



Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] COMBINATION SWITCH ISSUE

I contacted customer but was redirected to voicemail. I provided customer with phone number and ext. where customer can reach me.

\*\*\* CASE MODIFY 7/12/2007 4:09:13 PM, kwong  
into WIP Finish Denied and Status of Solving.

\*\*\* NOTES 7/17/2007 2:24:33 PM, kwong, Action Type : Call to Customer

Received call from customer regarding status of case. I informed customer that parts representative was contacted at Desert Honda and pulled parts purchase/return records. I informed customer that combination was purchased but returned at a later time in new condition. Customer states that he did purchase combination switch but did not recall returning it nor saw refund to credit card statement. Customer states that he will contact Desert Honda and credit card company to further discuss parts purchase. I verified customer contact information. Customer ended call.

\*\*\* SUBCASE N012007-07-0300690-2 CLOSE 7/17/2007 2:24:52 PM, kwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/17/2007 2:24:53 PM, kwong

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

\*\*\* CASE REOPEN 7/17/2007 4:19:45 PM, tbarnett  
with Condition of Open and Status of Solving.

\*\*\* NOTES 7/17/2007 4:20:21 PM, tbarnett, Action Type : Letter/Fax  
On 7/17/07 ACS received a 1-page fax from customer.

\*\*\* CASE DISPATCH 7/17/2007 4:20:48 PM, tbarnett  
from WIP default to Queue Honda Team C.

\*\*\* CASE ACCEPT 7/17/2007 4:33:36 PM, kwong  
from Queue Honda Team C to WIP default.

\*\*\* SUBCASE N012007-07-0300690-3 CREATE 7/18/2007 9:38:56 AM, kwong  
Created in WIP Default with Due Date 7/18/2007 9:38:56 AM.

\*\*\* COMMIT 7/18/2007 9:40:38 AM, kwong, Action Type : N/A  
Call cust.

\*\*\* CASE MODIFY 7/18/2007 9:40:52 AM, kwong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/18/2007 9:41:57 AM, kwong  
into WIP default and Status of Solving.

\*\*\* NOTES 7/18/2007 9:43:19 AM, kwong, Action Type : Call to Customer

I contacted customer but was redirected to voicemail. I provided customer with phone number and ext. where customer can reach me.

\*\*\* CASE MODIFY 7/18/2007 9:43:26 AM, kwong  
into WIP default and Status of Solving.

\*\*\* CASE FULFILL 7/18/2007 9:43:41 AM, kwong  
Fulfilled for [REDACTED] due 07/18/2007 05:00:00 PM.

\*\*\* NOTES 7/18/2007 2:12:29 PM, kwong, Action Type : Call to Customer

Spoke to customer regarding documentation received. I advised customer that documentation has been received and reviewed. I apologized to customer for presented by Desert Honda Service and advised him that as a one time goodwill gesture AHM will offer goodwill assistance for 50% of combination switch repair.

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT [REDACTED] COMBINATION SWITCH ISSUE

Customer accepted offer. I verified customer contact information and advised him that check request will be processed for amount of \$92.49. I advised customer that check request will process by the end of this week and arrive at his residence in 2-3 weeks. Customer understood, thanked me, and ended call.

\*\*\* SUBCASE N012007-07-0300690-3 DISPATCH 7/18/2007 2:12:43 PM, kwong

from WIP default to Queue CkReq - Caswell.

\*\*\* SUBCASE N012007-07-0300690-3 7/18/2007 4:53:53 PM, acaswell, Action Type :

Check Requisition for 92.49 \$ submitted

Check Requisition for 92.49 \$ submitted by acaswell

\*\*\* SUBCASE N012007-07-0300690-3 RETURN 7/18/2007 4:53:57 PM, acaswell

from Queue CkReq - Caswell to WIP Check Request.

\*\*\* SUBCASE N012007-07-0300690-3 COMMIT 7/23/2007 8:05:01 AM, kwong, Action Type : External Commitment

Check processed for check\_req\_no = 12115 on 2007-07-20-00.00.00.000000

\*\*\* NOTES 7/24/2007 1:20:29 PM, sscott, Action Type : Note-General

check mailed.

\*\*\* SUBCASE N012007-07-0300690-3 CLOSE 7/24/2007 1:28:06 PM, kwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/24/2007 1:28:07 PM, kwong

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-09-0700295	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/7/2010 7:15:52 AM
Case Originator :	Marshon McKenzie (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/7/2010 7:22:32 AM
Case Owner :	Marshon McKenzie (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Marshon McKenzie (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] WIRING HARNESS- DENIED			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 : HOLLYWOOD, MD [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / SHHEP33513U [REDACTED]  
Model / Year : CIVIC HB / 2003  
Model ID / Product Line : EP3353EW / A  
Miles / Hours : 112,000  
In Service Date : 10/19/2003  
Months In Use : 83  
Engine Number : K20A32708645  
Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA  
Selling Dealer No. / Name : 207907 / COLLEGE PARK HONDA  
Trim : SI  
No. Of Doors : 3  
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 : 208308 / HONDA OF BOWIE  
Phone No. : 301-218-3100  
Address : 2260 CRAIN HIGHWAY  
City / State / Zip : BOWIE, MD 20716  
Svc District / Sls District : 06B / A06  
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
N012010-09-0700295-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012010-09-0700295-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Product	Status : Subcase Close	Open Date : 9/7/2010 7:20:49 AM
Issue Owner : Marshon McKenzie	Type 2 : Operation	Queue :	Close Date : 9/7/2010 7:21:04 AM
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, 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 : N012010-09-0700295

Case Title : [REDACTED] WIRING HARNESS- DENIED

\*\*\* CASE CREATE 9/7/2010 7:15:52 AM, mmckenz

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

\*\*\* CASE VSC LOOKUP 9/7/2010 7:16:04 AM, mmckenz

VSC CHECK 09/07/2010 07:16:04 AM mmckenz

The following VSC information was found

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

\*\*\* CASE CUC LOOKUP 9/7/2010 7:16:05 AM, mmckenz

CUC CHECK 09/07/2010 07:16:04 AM mmckenz

The following CUC information was found

BRIAN;STARK;ACTIVE;105000;55496;68096;2006-04-01;2010-10-19;2003-10-19;2006-04-01;2006-04-01;208229;2007-08-25  
;70211;2006-04-30;2006-04-04

\*\*\* CASE CAMPAIGN LOOKUP 9/7/2010 7:16:07 AM, mmckenz

CAMPAIGN CHECK 09/07/2010 07:16:07 AM mmckenz

The following Campaign information was found

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

\*\*\* CASE CLAIMS LOOKUP 9/7/2010 7:16:10 AM, mmckenz

CLAIM CHECK 09/07/2010 07:16:10 AM mmckenz

The following Claim History information was found

0; 2007-08-25; 208301; 666485; 510; 112102 ; ENGINE FRONT MOUNT - REPLACE. S/B# 06-030  
05-ON ODYSSEY < PER WO 40012-V6.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/7/2010 7:16:11 AM, mmckenz

WARRANTY CHECK 09/07/2010 07:16:11 AM mmckenz

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/7/2010 7:16:24 AM, mmckenz

CAMPAIGN CHECK 09/07/2010 07:16:23 AM mmckenz

The following Campaign information was found

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

\*\*\* CASE MODIFY 9/7/2010 7:19:54 AM, mmckenz

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/7/2010 7:19:58 AM, mmckenz

WARRANTY CHECK 09/07/2010 07:19:58 AM mmckenz

No data found for VIN.

\*\*\* SUBCASE N012010-09-0700295-1 CREATE 9/7/2010 7:20:49 AM, mmckenz

Created in WIP Default with Due Date 9/7/2010 7:20:49 AM.

\*\*\* SUBCASE N012010-09-0700295-1 CLOSE 9/7/2010 7:21:04 AM, mmckenz

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 9/7/2010 7:21:35 AM, mmckenz

into WIP default and Status of Solving.

Case History

Case ID : N012010-09-0700295

Case Title : [REDACTED] WIRING HARNESS- DENIED

\*\*\* NOTES 9/7/2010 7:22:20 AM, mmckenzen, Action Type : Call from Customer

SHHET33513U [REDACTED]  
[REDACTED]

Customer said that the wiring Harness is melting and heating. Customer said that the Low beams will not come on at all. ACS empathized and advised the customer, after reviewing the case and factoring in the age and mileage of the vehicle as well as the information the customer provided, Honda would not be in the position to offer assistance. Customer was told that Honda does warrant these items against manufacturing defects, however if there are no defects Customer will be responsible for the repairs. Customer understood.

\*\*\* CASE CLOSE 9/7/2010 7:22:32 AM, mmckenzen

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Case Detail Report

Run Date : 04/15/2012

Case Details

Case ID :	N012003-06-0201467	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/2/2003 3:26:43 PM
Case Originator :	Suszann Smith	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/11/2003 10:22:07 AM
Case Owner :	Suszann Smith	Method :	Phone	Queue :		Days Open :	9
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SEEKING ASSISTANCE FROM DEALERSHIP			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 : TAMPA, FL [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 34,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 : 208291 / ROGERS HONDA  
Phone No. : 601-636-1800  
Address : 2939 N. FRONTAGE RD.  
City / State / Zip : VICKSBURG, MS 39180  
Svc District / SIs District : 03D / D03  
Warranty Labor Rate / Date : \$65.00 /  
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208158	CHARLOTTE HONDA		

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-06-0201467-1 / [REDACTED]	Subcase Close	Complaint	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-06-0201467-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Suszann Smith	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2003 3:50:39 PM
Issue Owner : Suszann Smith	Type 2 : Operation	Queue :	Close Date : 6/2/2003 3:52:44 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

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 : N012003-06-0201467

Case Title : [REDACTED] - SEEKING ASSISTANCE FROM DEALERSHIP

\*\*\* CASE CREATE 6/2/2003 3:26:43 PM, ssmith1

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

\*\*\* NOTES 6/2/2003 3:26:44 PM, ssmith1, Action Type :

She purchased the vehicle from dealership#208291. However she now lives in Florida, and has taken the vehicle to dealership #208158 for repair, because her head lights are not working.

\*\*\* CASE MODIFY 6/2/2003 3:28:45 PM, ssmith1

into WIP default and Status of Solving.

\*\*\* NOTES 6/2/2003 3:32:29 PM, ssmith1, Action Type : Call from Customer

She stated that the dealership in Florida is stating that the dealership where she purchased the car from had to have disconnected an alarm system, but did it wrong. It has caused a problem with the electrical system in the vehicle. The dealership is advising her that it is going to cost her about \$1500.00 dollars to repair. She is wanting to know what can we do. I informed her that she will have to resolve this issue through that dealership. However I will send a message over to that dealership in her behalf. She did not have her vin number. She stated that she will give us a call back with this information.

\*\*\* CASE MODIFY 6/2/2003 3:35:40 PM, ssmith1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/2/2003 3:35:42 PM, ssmith1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/2/2003 3:36:09 PM, ssmith1

into WIP default and Status of Solving.

\*\*\* NOTES 6/2/2003 3:40:05 PM, ssmith1, Action Type : Note-General

[REDACTED] is requesting assistance from the dealership where she purchased the vehicle from. She stated that the general manager at the time was her uncle, however he no longer manages that dealership. That was the reason why she purchased the vehicle from that dealership. She also has family members that work at this dealership.

I explained to her that since this is not a factory defect AHM would not offer any assistance, and confirm that her warranty would not cover this repair. However I told her that I would send over a message to the dealership where she purchased the vehicle in her behalf. She is requesting that someone from that dealership return her call.

\*\*\* NOTES 6/2/2003 3:49:45 PM, ssmith1, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

She purchased the vehicle from dealership#208291. However she now lives in Florida, and has taken the vehicle to dealership #208158 for repair, because her head lights are not working.

\*\*\* NOTES 06/02/2003 15:32:29 ssmith1 Action Type: Call from Customer

She stated that the dealership in Florida is stating that the dealership where she purchased the car from had to have disconnected an alarm system, but did it wrong. It has caused a problem with the electrical system in the vehicle. The dealership is advising her that it is going to cost her about \$1500.00 dollars to repair. She is wanting to know what can we do. I informed her that she will have to resolve this issue through that dealership. However I will send a message over to that dealership in her behalf. She did not have her vin number. She stated that she will give us a call back with this information.

Case History

Case ID : N012003-06-0201467

Case Title : [REDACTED] - SEEKING ASSISTANCE FROM DEALERSHIP

\*\*\* NOTES 06/02/2003 15:40:05 ssmith1 Action Type: Note-General

[REDACTED] is requesting assistance from the dealership where she purchased the vehicle from. She stated that the general manager at the time was her uncle, however he no longer manages that dealership. That was the reason why she purchased the vehicle from that dealership. She also has family members that work at this dealership.

I explained to her that since this is not a factory defect AHM would not offer any assistance, and confirm that her warranty would not cover this repair. However I told her that I would send over a message to the dealership where she purchased the vehicle in her behalf. She is requesting that someone from that dealership returned her call.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Suszann Smith  
Automobile Customer Service

\*\*\* SUBCASE N012003-06-0201467-1 CREATE 6/2/2003 3:50:39 PM, ssmith1  
Created in WIP Default with Due Date 6/2/2003 3:50:39 PM.

\*\*\* SUBCASE N012003-06-0201467-1 CLOSE 6/2/2003 3:52:44 PM, ssmith1  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/2/2003 3:52:45 PM, ssmith1  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 6/11/2003 10:13:27 AM, ssmith1  
with Condition of Open and Status of Solving.

\*\*\* NOTES 6/11/2003 10:22:04 AM, ssmith1, Action Type : Call from Customer  
Tim, (DPSM) in Arkansas, called in concerning this case. He wanted to know what we were going offer the customer. I explained to him that I'd already informed Erin that this is not a factory defect with the vehicle. I explained to her also that it would be a matter of workman ship with the dealership. AHM Corp would not offer any assistance. Also the dealership only has record of selling her the radio, not installing it.

No assistance is being offered from AHM

\*\*\* CASE CLOSE 6/11/2003 10:22:07 AM, ssmith1  
Status = Closed, Resolution Code = Instruction Given, State = Open

## Case Detail Report

Run Date : 04/15/2012

Case Details

Case ID :	N012003-12-1101101	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/11/2003 3:57:32 PM
Case Originator :	Brandon Ewell	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/11/2003 3:58:32 PM
Case Owner :	Brandon Ewell	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT 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 : VANCOUVER, WA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 36,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-12-1101101-1 / [REDACTED]	PRO	Subcase Close	Complaint	Product	Operation	712 Headlights

Issue Details

Issue ID : N012003-12-1101101-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Brandon Ewell	Type 1 : Product	Status : Subcase Close	Open Date : 12/11/2003 3:58:11 PM
Issue Owner : Brandon Ewell	Type 2 : Operation	Queue :	Close Date : 12/11/2003 3:58:23 PM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Wiring/Connec 7122

Campaign Code / Desc : /

Temperament

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 : N012003-12-1101101

Case Title : [REDACTED] HEADLIGHT CONCERN

\*\*\* CASE CREATE 12/11/2003 3:57:32 PM, bewell

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

\*\*\* NOTES 12/11/2003 3:57:32 PM, bewell, Action Type :

Customer called and stated the low beam lights are not working on his company vehicle. Customer stated that a non Honda dealership could not find a problem with the vehicle and advised him that there could be a wiring problem. Customer stated that he was referred to contact AH to find out what he should do. I advised customer that he would be responsible for this repair if the manufacturers warranty has expired but if he would like AHMC to review his concern further for consideration of goodwill he would have to take his vehicle to a Honda dealership and have them diagnose the problem. I apologized for the frustration he has had and advised customer that if he needs further assistance to call back. Customer thanked for the assistance.

\*\*\* SUBCASE N012003-12-1101101-1 CREATE 12/11/2003 3:58:11 PM, bewell

Created in WIP Default with Due Date 12/11/2003 3:58:11 PM.

\*\*\* SUBCASE N012003-12-1101101-1 CLOSE 12/11/2003 3:58:23 PM, bewell

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 12/11/2003 3:58:26 PM, bewell

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 12/11/2003 3:58:32 PM, bewell

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Case Detail Report

Run Date : 04/15/2012

## Case Details

Case ID :	N012003-12-1700511	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/17/2003 10:19:12
Case Originator :	Doug Copeland	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/17/2003 10:50:32
Case Owner :	Doug Copeland	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAMS/WINDOW 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 : SAN ANTONIO, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 54,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## Involved Party Info :

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

## Issues :

Issue ID / Title			Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-12-1700511-1 /		PR	Subcase Close	Complaint	Product	Pricing	712	Headlights
N012003-12-1700511-2 /		PR	Subcase Close	Complaint	Product	Pricing	744	Power window swt

Issue Details

Issue ID : N012003-12-1700511-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Doug Copeland	Type 1 : Product	Status : Subcase Close	Open Date : 12/17/2003 10:39:42
Issue Owner : Doug Copeland	Type 2 : Pricing	Queue :	Close Date : 12/17/2003 10:47:09
Issue Title : [REDACTED] - PRODUCT COMPLAINT - PRICING			

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

Resolutions : Referred to Dealer

Component Category : 20 - Wheels

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 : N012003-12-1700511-2	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Doug Copeland	Type 1 : Product	Status : Subcase Close	Open Date : 12/17/2003 10:48:42
Issue Owner : Doug Copeland	Type 2 : Pricing	Queue :	Close Date : 12/17/2003 10:50:26
Issue Title : [REDACTED] - PRODUCT COMPLAINT - PRICING			

**Coding Info :**

Labor Code / Desc : 744 / Power window swt

Condition Code Desc : Inoperative 7442

Campaign Code / Desc : /

Temperament

Resolutions : 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 : N012003-12-1700511

Case Title : [REDACTED] LOW BEAMS/WINDOW SWITCH

\*\*\* CASE CREATE 12/17/2003 10:19:12 AM, dcopelan

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

\*\*\* NOTES 12/17/2003 10:38:36 AM, dcopelan, Action Type : Call from Customer

Customer called stated that she bought the vehicle 2 yrs ago which had hail damage. She stated her low beams went out and that the independent dealership would not cover the cost. In addition, she also stated that her window motor switch on the driver side and passenger side is malfunction in which the independent dealership would also not cover.

She stated, before she had brought her vehicle into the independent dealership regarding the low beam/window switch matter, she had her brakes fixed by a Honda dealership but they didn't fix the brakes correctly, so she went to the Honda dealership 3 other times regarding her brakes to have fixed correctly. She was not happy with the outcome.

I advised the customer to have her low beams and window switch checked at a Honda dealership for a official Diagnosis in order to have AHM forward on for a possible goodwill assistance. I provided her the case number for future reference. tmccoy

\*\*\* CASE MODIFY 12/17/2003 10:39:02 AM, dcopelan  
into WIP incoming and Status of Solving.\*\*\* SUBCASE N012003-12-1700511-1 CREATE 12/17/2003 10:39:42 AM, dcopelan  
Created in WIP Default with Due Date 12/17/2003 10:39:42 AM.\*\*\* SUBCASE N012003-12-1700511-1 CLOSE 12/17/2003 10:47:09 AM, dcopelan  
Status = Solving, Resolution Code = Instruction Given\*\*\* SUBCASE N012003-12-1700511-2 CREATE 12/17/2003 10:48:42 AM, dcopelan  
Created in WIP Default with Due Date 12/17/2003 10:48:42 AM.\*\*\* SUBCASE N012003-12-1700511-2 CLOSE 12/17/2003 10:50:26 AM, dcopelan  
Status = Solving, Resolution Code = Instruction Given\*\*\* CASE MODIFY 12/17/2003 10:50:28 AM, dcopelan  
into WIP incoming and Status of Solving.\*\*\* CASE CLOSE 12/17/2003 10:50:32 AM, dcopelan  
Status = Closed, Resolution Code = Instruction Given, State = Open



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Case Detail Report

Run Date : 04/15/2012

## Case Details

Case ID :	N012004-02-2500018	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/25/2004 6:20:06 AM
Case Originator :	Scott Fuller	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/25/2004 6:31:27 AM
Case Owner :	Scott Fuller	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] PRODUCT COMPLAINT ( HEAD 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 : LYNCHBURG, VA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 58,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## Involved Party Info :

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

## Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-02-2500018-1 / [REDACTED]	PROD	Subcase Close	Complaint	Product	Operation	712 Headlights

Issue Details

Issue ID : N012004-02-2500018-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Scott Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2004 6:31:09 AM
Issue Owner : Scott Fuller	Type 2 : Operation	Queue :	Close Date : 2/25/2004 6:31:22 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

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 : N012004-02-2500018

Case Title : [REDACTED] - PRODUCT COMPLAINT ( HEAD LIGHT FAILURE)

\*\*\* CASE CREATE 2/25/2004 6:20:06 AM, sfuller

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

\*\*\* CASE MODIFY 2/25/2004 6:20:12 AM, sfuller

into WIP Default and Status of Solving.

\*\*\* NOTES 2/25/2004 6:30:30 AM, sfuller, Action Type : Call from Customer

The customer called in to state while she was driving her vehicle last night her headlights went out on her. The customer states that she noticed on a chat web site that an owner of the same year vehicle had problems with his headlights. The customer would like to know if AHM is aware of any issues with the Civic headlights. I informed the customer that I was sorry she was experiencing electrical problems with her vehicle. I asked the customer if she has an appointment to take her vehicle in. The customer informed me that she hasn't made any arrangements as of yet. I conducted a search on ISIS for any campaigns or recalls relating to this customers concerns. I was unable to find anything in the system that related to this customers issues. I advised the customer of my findings and informed her that I would doc. and code her call so that various depts. within AHM corp can review her concerns about her vehicle. The customer thanked me for my assistance.

\*\*\* CASE MODIFY 2/25/2004 6:30:46 AM, sfuller

into WIP Default and Status of Solving.

\*\*\* SUBCASE N012004-02-2500018-1 CREATE 2/25/2004 6:31:09 AM, sfuller

Created in WIP Default with Due Date 2/25/2004 6:31:09 AM.

\*\*\* SUBCASE N012004-02-2500018-1 CLOSE 2/25/2004 6:31:22 AM, sfuller

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 2/25/2004 6:31:24 AM, sfuller

into WIP Default and Status of Solving.

\*\*\* CASE CLOSE 2/25/2004 6:31:27 AM, sfuller

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Case Detail Report

Run Date : 04/15/2012

#### Case Details

Case ID : N032005-06-0900227	Division : Honda - Auto	Condition : Closed	Open Date : 6/9/2005 8:24:53 AM
Case Originator : Caryn Peiffer	Sub Division : Satellite Center	Status : Closed	Close Date : 6/14/2005 3:10:27 PM
Case Owner : Ron Rubinoff	Method : Phone	Queue :	Days Open : 5
	Point of Origin : Customer	Wipbin :	
Case Title : 4M SPRINGER, [REDACTED] REPAIR ASSISTANCE FOR HEA 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 : JUNCTION CITY, OH [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / SIs District : /

#### Product Info :

Unit Owner :  
 VIN Type / No. : No VIN /  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : /  
 Miles / Hours : 60,000  
 In Service Date :  
 Months In Use :  
 Engine Number :  
 Originating Dealer No. / Name :  
 Selling Dealer No. / Name :  
 Trim :  
 No. of Doors :  
 Transmission Code :  
 Exterior Color :  
 Roadside Service Coverage :  
 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 : 207541 / BUCKEYE HONDA  
 Phone No. : 740-653-7678  
 Address : 2615 N. MEMORIAL DRIVE  
 City / State / Zip : LANCASTER, OH 43130  
 Svc District / SIs District : 04F / F04  
 Warranty Labor Rate / Date : \$85.00 /  
 Agent Name : Comp Ind.:

#### Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### Involved Party Info :

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

#### Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-06-0900227-1 / [REDACTED]	Subcase Close	Complaint	Product	Operation	712	Headlights

Issue Details

Issue ID : N032005-06-0900227-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 6/9/2005 1:48:56 PM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 6/14/2005 3:10:24 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Wiring/Connec 7122

Campaign Code / Desc : /

Temperament

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 : N032005-06-0900227

Case Title : 4M [REDACTED] (BUCKEYE HONDA) REPAIR ASSISTANCE FOR

\*\*\* CASE CREATE 6/9/2005 8:24:53 AM, cpeiffer

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

\*\*\* NOTES 6/9/2005 8:29:15 AM, cpeiffer, Action Type : Call from Customer

The customer contacted AHM stating that he had the headlight switch recall completed a few months ago. Now the customer is experiencing the same problem while he is driving, the lights will turn off, which he feels is still related to the recall and shouldn't have to pay for it. The vehicle is at Buck High Honda.

The customer is speaking with Todd, the service manager. They have not estimated the cost of the repair. The customer has owned 2 Hondas, and has the vehicle serviced at the dealership. The customer is requesting goodwill for the repair because he feels that it is recall related.

I explained to the customer that I would forward this case to a CM, and they would make the decision on a case-by-case basis. I gave the customer his case number. The customer was satisfied.

\*\*\* CASE MODIFY 6/9/2005 8:30:00 AM, cpeiffer

into WIP default and Status of Solving.

\*\*\* NOTES 6/9/2005 8:30:23 AM, cpeiffer, Action Type : Call from Customer

The customer did not have his VIN and will call in with it later.

\*\*\* CASE MODIFY 6/9/2005 8:30:27 AM, cpeiffer

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 6/9/2005 8:30:32 AM, cpeiffer

N032005-06-0900227 to abajwa, WIP

\*\*\* CASE RULE ACTION 6/9/2005 8:30:34 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 6/9/2005 8:38:37 AM, alara, Action Type : Call from Customer

The customer called back with total repair cost of \$74.73 and VIN # 1HGES165211 [REDACTED]. The customer also wanted me to note that the headlight switch problem existed when he purchased the vehicle. The customer needed no further assistance.

\*\*\* CASE MODIFY 6/9/2005 10:02:21 AM, abajwa

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 6/9/2005 10:04:08 AM, abajwa

from WIP default to Queue Honda Team E.

\*\*\* CASE ASSIGN 6/9/2005 10:16:25 AM, mwalters

N032005-06-0900227 to rrubinof, WIP

\*\*\* CASE RULE ACTION 6/9/2005 10:16:27 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 6/9/2005 1:48:48 PM, rrubinof

into WIP default and Status of Solving.

\*\*\* SUBCASE N032005-06-0900227-1 CREATE 6/9/2005 1:48:56 PM, rrubinof

Created in WIP Default with Due Date 6/9/2005 1:48:56 PM.

\*\*\* COMMIT 6/9/2005 1:49:25 PM, rrubinof, Action Type : N/A

Made to DANIEL SPRINGER due 06/10/2005 01:49:26 PM.

Case History

Case ID : N032005-06-0900227

Case Title : [REDACTED] (BUCKEYE HONDA) REPAIR ASSISTANCE FOR

Call customer/dlr

\*\*\* NOTES 6/10/2005 10:29:35 AM, rrubinof, Action Type : Call to Dealer

Asked for the SM, Todd @ BUCKEYE HONDA. he was not in today/ Spoke to Sean, SA who stated the customer was charged for an hour labor time due to a loose wire in the fuse box which had nothing to do with the combination light switch PUD that is located in the steering column which was performed previously and had nothing to do with the fuse box. The SA stated Mrs. Springer was understanding of the situation when they explained it to her however her husband then called the dealership and was very rude to them over the phone accusing them of causing the repair. The SA stated the customer should not receive a reimbursement due to them having no service history with them and being very nasty with them about the matter.

\*\*\* NOTES 6/10/2005 10:31:09 AM, rrubinof, Action Type : Call to Customer

LM for the customer.

\*\*\* CASE FULFILL 6/10/2005 10:31:15 AM, rrubinof

Fulfilled for [REDACTED] due 06/10/2005 01:49:26 PM.

\*\*\* COMMIT 6/10/2005 10:31:17 AM, rrubinof, Action Type : N/A

Made to [REDACTED] due 06/17/2005 10:31:18 AM.

Customer call back?

\*\*\* NOTES 6/14/2005 3:10:12 PM, rrubinof, Action Type : Call from Customer

Customer called back and he was informed that his complaint was documented and brought to the attention of BUCKEYE HONDA however the dealership maintains that the loose wire on the fuse box had nothing to do with the combination light switch PUD that is located in the steering column. The customer understood and thanked me anyway.

\*\*\* SUBCASE N032005-06-0900227-1 CLOSE 6/14/2005 3:10:24 PM, rrubinof

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/14/2005 3:10:27 PM, rrubinof

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

## Case Detail Report

Run Date : 04/15/2012

## Case Details

Case ID :	N012009-01-2200392	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/22/2009 9:17:09 AM
Case Originator :	Christeen Miller	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/22/2009 9:24:28 AM
Case Owner :	Christeen Miller	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEAD LIGHT RECALL			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 : MADERA, CA [REDACTED]  
E Mail :  
Svc District / Sls District : /

## Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 130,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 : 207068 / CLAWSON HONDA OF FRESNO  
Phone No. : 559-435-5000  
Address : 6346 NORTH BLACKSTONE  
City / State / Zip : FRESNO, CA 93710  
Svc District / Sls District : 12H / D12  
Warranty Labor Rate / Date : \$100.00 /  
Agent Name : Comp Ind.:

## Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208359	HONDA NORTH		

## Involved Party Info :

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

## Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-01-2200392-1 / [REDACTED] - PRO	Subcase Close	Complaint	Product	Operation	712	Headlights



Issue Details

Issue ID : N012009-01-2200392-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 1/22/2009 9:24:06 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 1/22/2009 9:24:22 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

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 : N012009-01-2200392

Case Title : 12J [REDACTED] - HEAD LIGHT RECALL

\*\*\* CASE CREATE 1/22/2009 9:17:09 AM, cmiller

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

\*\*\* CASE MODIFY 1/22/2009 9:17:30 AM, cmiller

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/22/2009 9:17:49 AM, cmiller

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/22/2009 9:19:34 AM, cmiller

into WIP default and Status of Solving.

\*\*\* NOTES 1/22/2009 9:23:22 AM, cmiller, Action Type : Call from Customer

Verified customer information

Customers headlights do not work

Customer wants to know about the recall

Customer tried to change the fuse and that did not help. Customers signals and parking lights work.

ACS advised the customer that his model year is affected by the recall and suggested that he contact the dealer to make an appointment. ACS provided the customer with recall number 04-015 and the call ended.

\*\*\* SUBCASE N012009-01-2200392-1 CREATE 1/22/2009 9:24:06 AM, cmiller

Created in WIP Default with Due Date 1/22/2009 9:24:06 AM.

\*\*\* SUBCASE N012009-01-2200392-1 CLOSE 1/22/2009 9:24:22 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/22/2009 9:24:24 AM, cmiller

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/22/2009 9:24:28 AM, cmiller

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Case Detail Report

Run Date : 04/15/2012

#### Case Details

Case ID : N012009-10-1901312	Division : Honda - Auto	Condition : Closed	Open Date : 10/19/2009 12:11:29
Case Originator : Marlene Wells	Sub Division : Customer Relations	Status : Closed	Close Date : 10/19/2009 12:18:06
Case Owner : Marlene Wells	Method : Phone	Queue :	Days Open : 0
	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - LOW HEAD BEAM 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 : CARLISLE, PA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / SIs District : /

#### Product Info :

Unit Owner :  
 VIN Type / No. : No VIN /  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : /  
 Miles / Hours : 173,000  
 In Service Date :  
 Months In Use :  
 Engine Number :  
 Originating Dealer No. / Name :  
 Selling Dealer No. / Name :  
 Trim :  
 No. of Doors :  
 Transmission Code :  
 Exterior Color :  
 Roadside Service Coverage :  
 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 : 208361 / CIOCCA HONDA  
 Phone No. : 717-901-4700  
 Address : 8001 ALLENTOWN ROAD  
 City / State / Zip : W.HANOVER TOWNS, PA 17112  
 Svc District / SIs District : 05M / D05  
 Warranty Labor Rate / Date : \$79.00 /  
 Agent Name : Comp Ind.:

#### Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### Involved Party Info :

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

#### Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-10-1901312-1 / [REDACTED]	Subcase Close	Complaint	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-10-1901312-1

Disposition Complaint

Condition : Closed

Wipbin :

Issue Originator : Marlene Wells

Type 1 : Product

Status : Subcase Close

Open Date : 10/19/2009 12:16:57

Issue Owner : Marlene Wells

Type 2 : Operation

Queue :

Close Date : 10/19/2009 12:18:06

Issue Title : XXXXXXXXXXXXXXXXXXXX**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

Resolutions : Referred to Dealer, 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 : N012009-10-1901312

Case Title [REDACTED] - LOW HEAD BEAM LIGHTS

\*\*\* CASE CREATE 10/19/2009 12:11:29 PM, mwells

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

\*\*\* CASE MODIFY 10/19/2009 12:13:58 PM, mwells

into WIP default and Status of Solving.

\*\*\* NOTES 10/19/2009 12:16:49 PM, mwells, Action Type : Call from Customer

ACS spoke to [REDACTED]

ACS verified customer information

Situation: low beam lights complaint

Customer stated that her low beams lights went out, but the high beams lights work. Customer stated she has been online and found there is a recall on her complaint

ACS advised that recalls are vin specific and that ACS cannot confirm if this applies to her vehicle. She was advised its unknow when going on the internet where the information is coming from. ACS advised the customer that she may either call ACS back with the vin number, contact her dealer with the vin number to see if there is a recall or she may check hondas website Ownerlink that will show recall informaiton related to her vehicle. Customer became angry and disconnected the call

\*\*\* CASE MODIFY 10/19/2009 12:16:51 PM, mwells

into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-10-1901312-1 CREATE 10/19/2009 12:16:57 PM, mwells

Created in WIP Default with Due Date 10/19/2009 12:16:57 PM.

\*\*\* SUBCASE N012009-10-1901312-1 CLOSE 10/19/2009 12:18:06 PM, mwells

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/19/2009 12:18:06 PM, mwells

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

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Case Detail Report****Run Date :** 04/15/2012**Case Details**

Case ID :	N012009-10-3000846	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/30/2009 12:37:10
Case Originator :	Karl Lehtinen	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/30/2009 12:41:14
Case Owner :	Karl Lehtinen	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HIGH BEAM/LOW BEAM FAILURE, NOT DIAGNOSED					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 :	LEES SUMMIT, MO [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

**Product Info :**

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	CIVIC / 2001
Model ID / Product Line :	/
Miles / Hours :	100,000
In Service Date :	
Months In Use :	
Engine Number :	
Originating Dealer No. / Name :	
Selling Dealer No. / Name :	
Trim :	
No. of Doors :	
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
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 :	207330 / LEE'S SUMMIT HONDA
Phone No. :	816-251-8700
Address :	401 NE COLBERN RD.
City / State / Zip :	LEES SUMMIT, MO 64086
Svc District / Sls District :	08K / F08
Warranty Labor Rate / Date :	\$99.75 /
Agent Name :	Comp Ind.:

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**Involved Party Info :**

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

**Issues :**

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-10-3000846-1 / [REDACTED]	PRODU	Subcase Close	Complaint	Product	Operation	712 Headlights

Issue Details

Issue ID : N012009-10-3000846-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Karl Lehtinen	Type 1 : Product	Status : Subcase Close	Open Date : 10/30/2009 12:39:46
Issue Owner : Karl Lehtinen	Type 2 : Operation	Queue :	Close Date : 10/30/2009 12:41:13
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

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 : N012009-10-3000846

Case Title : [REDACTED] - HIGH BEAM/LOW BEAM FAILURE, NOT DIAGNOSED

\*\*\* CASE CREATE 10/30/2009 12:37:10 PM, klehtine

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

\*\*\* CASE MODIFY 10/30/2009 12:39:20 PM, klehtine

into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-10-3000846-1 CREATE 10/30/2009 12:39:46 PM, klehtine

Created in WIP Default with Due Date 10/30/2009 12:39:46 PM.

\*\*\* NOTES 10/30/2009 12:41:05 PM, klehtine, Action Type : Call from Customer

Updated Customer Information

NO VIN

Situation: Customer states the lowbeam/highbeam selector seems to be having problems.

Request: Customer has heard there may be a recall.

Probing Questions:

Customer states the lowbeam/highbeam selector seems to be having problems. Customer has heard there may be a recall. Customer has not had the problem diagnosed.

In-Bound Summary:

I advised customer of the symptoms outlined in recall SB04-015 and had advised that does not sound like his problem.

I advised customer I see no other known issues like this, he should have the vehicle diagnosed at a Honda dealer.

No more assistance necessary at this time, case closed.

\*\*\* CASE MODIFY 10/30/2009 12:41:08 PM, klehtine

into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-10-3000846-1 CLOSE 10/30/2009 12:41:13 PM, klehtine

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/30/2009 12:41:14 PM, klehtine

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



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Case Detail Report

Run Date : 04/15/2012

## Case Details

Case ID :	N012010-01-0501257	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/5/2010 10:33:05 AM
Case Originator :	Jade Mathes	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/5/2010 10:41:54 AM
Case Owner :	Jade Mathes	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW 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 : DENVER, CO [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 75,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## Involved Party Info :

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

## Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-0501257-1 / [REDACTED] - PROD	Subcase Close	Complaint	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-0501257-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Jade Mathes	Type 1 : Product	Status : Subcase Close	Open Date : 1/5/2010 10:41:40 AM
Issue Owner : Jade Mathes	Type 2 : Operation	Queue :	Close Date : 1/5/2010 10:41:53 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

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 : N012010-01-0501257

Case Title : [REDACTED] - LOW HEADLIGHT

\*\*\* CASE CREATE 1/5/2010 10:33:05 AM, jmathes

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

\*\*\* NOTES 1/5/2010 10:40:29 AM, jmathes, Action Type : Call from Customer

Added customer contact information:

Customers best contact # [REDACTED]

## Situation:

Customers low headlight beams went out.

## Request:

Customer would like to know if there are any recalls/campaigns on his vehicle.

## Probing Questions:

Customer indicates his low headlight beams went out.

Customer indicates there was a recall on the combination switch.

ACS put the customer on hold while doing research and the call was disconnected.

## Inbound Conclusion:

ACS was going to advise customer that I would need to have his VIN in order to provide him with any recall/campaign information.

\*\*\* CASE MODIFY 1/5/2010 10:40:56 AM, jmathes

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-01-0501257-1 CREATE 1/5/2010 10:41:40 AM, jmathes

Created in WIP Default with Due Date 1/5/2010 10:41:40 AM.

\*\*\* SUBCASE N012010-01-0501257-1 CLOSE 1/5/2010 10:41:53 AM, jmathes

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/5/2010 10:41:54 AM, jmathes

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Case Detail Report

Run Date : 04/15/2012

#### Case Details

Case ID : N012010-08-2401079 Division : Honda - Auto Condition : Closed Open Date : 8/24/2010 12:34:03 PM  
Case Originator : Michelina Terzoli Sub Division : Customer Relations Status : Closed Close Date : 8/24/2010 12:41:07 PM  
Case Owner : Michelina Terzoli Method : Phone Queue : Days Open : 0  
Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] - LOW BEAM RECALL INFORMATION / DEALER LCOCAT 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 : CARSON, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

#### Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 230,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 : 208287 / CARSON HONDA  
Phone No. : 310-834-4773  
Address : 1435 E. 223RD STREET  
City / State / Zip : CARSON, CA 90745  
Svc District / Sls District : 01E / A01  
Warranty Labor Rate / Date : \$107.00 /  
Agent Name : Comp Ind.:

#### Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### Involved Party Info :

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

#### Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-2401079-1 / [REDACTED]	Subcase Close	Information	Dealer Location	Locate / Info		
N012010-08-2401079-2 / [REDACTED]	Subcase Close	Complaint	Campaign	Eligibility	712	Headlights

## Case Detail Report

Run Date : 04/15/2012

Issue Details

Issue ID : N012010-08-2401079-1	Disposition Information	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 8/24/2010 12:38:44 PM
Issue Owner : Michelina Terzoli	Type 2 : Locate / Info	Queue :	Close Date : 8/24/2010 12:41:07 PM
Issue Title : [REDACTED]	DEALER LOCATION - LOCATE / INFO		

**Coding Info :**

Labor Code / Desc : /

Condition Code Desc :

Campaign Code / Desc : /

Temperament

Resolutions : Referred to Website, Provided Information

Component Category : NA - Please Specify

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :

Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-08-2401079-2	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/24/2010 12:40:49 PM
Issue Owner : Michelina Terzoli	Type 2 : Eligibility	Queue :	Close Date : 8/24/2010 12:41:06 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

Resolutions : Provided Information, 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 : N012010-08-2401079

Case Title : [REDACTED] - LOW BEAM RECALL INFORMATION / DEALER

\*\*\* CASE CREATE 8/24/2010 12:34:03 PM, mterzoli

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

\*\*\* NOTES 8/24/2010 12:38:27 PM, mterzoli, Action Type : Call from Customer

ACS updated customer contact information.

Best contact # [REDACTED]

Customer called in stating that his low beams are not turning on and he heard there was a recall on them. Customer advised vehicle has not been diagnosed by a dealer.

ACS advised customer that recalls are VIN specific and we would need his VIN# to check if his vehicle is a part of the recall. ACS also referred customer to Carson Honda for diagnosis and advised they would be able to provide him with recall eligibility. ACS also provided customer with [www.ahm-ownerlink.com](http://www.ahm-ownerlink.com) website information.

\*\*\* CASE MODIFY 8/24/2010 12:38:38 PM, mterzoli  
into WIP default and Status of Solving.\*\*\* SUBCASE N012010-08-2401079-1 CREATE 8/24/2010 12:38:44 PM, mterzoli  
Created in WIP Default with Due Date 8/24/2010 12:38:44 PM.\*\*\* SUBCASE N012010-08-2401079-2 CREATE 8/24/2010 12:40:49 PM, mterzoli  
Created in WIP Default with Due Date 8/24/2010 12:40:49 PM.\*\*\* SUBCASE N012010-08-2401079-2 CLOSE 8/24/2010 12:41:06 PM, mterzoli  
Status = Solving, Resolution Code = Instruction Given\*\*\* SUBCASE N012010-08-2401079-1 CLOSE 8/24/2010 12:41:07 PM, mterzoli  
Status = Solving, Resolution Code = Instruction Given\*\*\* CASE CLOSE 8/24/2010 12:41:07 PM, mterzoli  
Status = Closed, Resolution Code = Instruction Given, State = Open

## Case Detail Report

Run Date : 04/15/2012

Case Details

Case ID :	N012010-09-2300398	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/23/2010 8:59:56 AM
Case Originator :	Michael Mendoza	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/23/2010 9:21:53 AM
Case Owner :	Michael Mendoza	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH INFO			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 : UNKNOWN  
City / State / Zip : TORRANCE, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours :  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-09-2300398-1 / [REDACTED] - PRODU	Subcase Close	Complaint	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-09-2300398-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 9/23/2010 9:20:04 AM
Issue Owner : Michael Mendoza	Type 2 : Operation	Queue :	Close Date : 9/23/2010 9:21:52 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

Resolutions : Documented Concern, Referred to Dealer, 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 : N012010-09-2300398

Case Title : [REDACTED] - HEADLIGHT SWITCH INFO

\*\*\* CASE CREATE 9/23/2010 8:59:56 AM, mmendoza

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

\*\*\* SUBCASE N012010-09-2300398-1 CREATE 9/23/2010 9:20:04 AM, mmendoza

Created in WIP Default with Due Date 9/23/2010 9:20:04 AM.

\*\*\* NOTES 9/23/2010 9:21:47 AM, mmendoza, Action Type : Call from Customer

Customer Refused to Provide Contact Info

Best Contact # [REDACTED]

Customer states that he would like to know if his vehicle is involved in any recalls for the headlight switch as his headlight is out at this time. He states he does not have his VIN.

ACS apologized and advised that I was unable to locate him in our system with his info. ACS advised that we would need a VIN to verify if his vehicle is involved in a recall for the headlights. ACS advised he could also check with his local Honda DLR or on owners.honda.com to see if they can pull it up with his VIN as well. Customer thanked and needed no further assistance at this time.

\*\*\* SUBCASE N012010-09-2300398-1 CLOSE 9/23/2010 9:21:52 AM, mmendoza

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/23/2010 9:21:53 AM, mmendoza

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Case Detail Report

Run Date : 04/15/2012

#### Case Details

Case ID : N012010-10-0800081	Division : Honda - Auto	Condition : Closed	Open Date : 10/8/2010 6:27:53 AM
Case Originator : Tara Limun	Sub Division : Customer Relations	Status : Closed	Close Date : 10/8/2010 6:34:22 AM
Case Owner : Tara Limun	Method : Phone	Queue :	Days Open : 0
	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHTS COMPLAINT			No. of Attachments : 0

#### Site / Contact Info :

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

#### Product Info :

Unit Owner :  
 VIN Type / No. : No VIN /  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : /  
 Miles / Hours : 130,000  
 In Service Date :  
 Months In Use :  
 Engine Number :  
 Originating Dealer No. / Name :  
 Selling Dealer No. / Name :  
 Trim :  
 No. of Doors :  
 Transmission Code :  
 Exterior Color :  
 Roadside Service Coverage :  
 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 : 240010 / HERITAGE HONDA SERVICE CENTER  
 Phone No. : 410-823-9000  
 Address : 725 YORK ROAD  
 City / State / Zip : TOWSON, MD 21204  
 Svc District / SIs District : 06E / B06  
 Warranty Labor Rate / Date : \$105.00 /  
 Agent Name : Comp Ind.:

#### Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### Involved Party Info :

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

#### Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-0800081-1 / [REDACTED]	PRODU	Subcase Close	Complaint	Product	Operation	712 Headlights

Issue Details

Issue ID : N012010-10-0800081-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 10/8/2010 6:32:42 AM
Issue Owner : Tara Limun	Type 2 : Operation	Queue :	Close Date : 10/8/2010 6:33:06 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

Resolutions : Documented Concern, Referred to Dealer

Component Category : 11 - Electrical System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :

Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-10-0800081

Case Title : [REDACTED] HEADLIGHTS COMPLAINT

\*\*\* CASE CREATE 10/8/2010 6:27:53 AM, tlimun

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

\*\*\* SUBCASE N012010-10-0800081-1 CREATE 10/8/2010 6:32:42 AM, tlimun

Created in WIP Default with Due Date 10/8/2010 6:32:42 AM.

\*\*\* SUBCASE N012010-10-0800081-1 CLOSE 10/8/2010 6:33:06 AM, tlimun

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 10/8/2010 6:34:12 AM, tlimun, Action Type : Call from Customer

The customer did not provide VIN number only first and last name.

The customer called ACS and advised that he was at Honda dlr for service yesterday. Customer stated he also had his low beam headlights repaired. Customer stated he is aware of the low beam headlights recall. Customer would like to know if his vehicle is affected by the low beam headlights recall. ACS advised customer the recall is VIN specific. ACS advised customer that he did not provide the VIN number to ACS. ACS referred customer to [www.owners.honda.com](http://www.owners.honda.com) for recall info

Customer thanked ACS and no further assistance needed.

\*\*\* CASE MODIFY 10/8/2010 6:34:18 AM, tlimun

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 10/8/2010 6:34:22 AM, tlimun

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

## Case Detail Report

Run Date : 04/15/2012

## Case Details

Case ID :	N012011-04-2501596	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/25/2011 9:38:57 AM
Case Originator :	Jessica Ward	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/25/2011 9:59:32 AM
Case Owner :	Jessica Ward	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM LIGHTS OUT/COMPLAINT			No. of Attachments :	0		

## Site / Contact Info :

Site Name : [REDACTED]  
Dealer No. : [REDACTED]  
Site Phone No. : [REDACTED]  
Contact Name : [REDACTED]  
Day Phone No. : [REDACTED]  
Evening Phone No. : [REDACTED]  
Cell / Pager No. : [REDACTED]  
Fax No. : ( ) - [REDACTED]  
Address : [REDACTED]  
City / State / Zip : TORRANCE, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

## Product Info :

Unit Owner :  
VIN Type / No. : No VIN /  
Model / Year : CIVIC / 2001  
Model ID / Product Line : /  
Miles / Hours : 129,000  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. of Doors :  
Transmission Code :  
Exterior Color :  
Roadside Service Coverage :  
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## Involved Party Info :

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

## Issues :

Issue ID / Title		Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-04-2501596-1 /	PR	Subcase Close	Complaint	Product	Operation	712	Headlights
N012011-04-2501596-2 /	WA	Subcase Close	Information	Warranty	No Code		

Issue Details

Issue ID : N012011-04-2501596-1	Disposition Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 4/25/2011 9:44:10 AM
Issue Owner : Jessica Ward	Type 2 : Operation	Queue :	Close Date : 4/25/2011 9:59:30 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

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

Issue Details

Issue ID : N012011-04-2501596-2	Disposition Information	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Warranty	Status : Subcase Close	Open Date : 4/25/2011 9:58:37 AM
Issue Owner : Jessica Ward	Type 2 : No Code	Queue :	Close Date : 4/25/2011 9:59:31 AM
Issue Title : [REDACTED] WARRANTY - NO CODE			

**Coding Info :**

Labor Code / Desc : /

Condition Code Desc :

Campaign Code / Desc : /

Temperament

Resolutions : Referred to Website

Component Category : NA - Please Specify

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :

Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-04-2501596

Case Title : [REDACTED] - LOW BEAM LIGHTS OUT/COMPLAINT

\*\*\* CASE CREATE 4/25/2011 9:38:57 AM, jward

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

\*\*\* CASE MODIFY 4/25/2011 9:42:59 AM, jward

into WIP default and Status of Solving.

\*\*\* SUBCASE N012011-04-2501596-1 CREATE 4/25/2011 9:44:10 AM, jward

Created in WIP Default with Due Date 4/25/2011 9:44:10 AM.

\*\*\* NOTES 4/25/2011 9:58:25 AM, jward, Action Type : Call from Customer

Added contact information.

Best contact number: [REDACTED]

Customer called stating the low beams went out and over heated at the connector. Customer states he found a SB 04-015 Safety Recall: Combination Light Switch and informed a Honda DLR he would like vehicle serviced for the recall. Customer states the DLR informed the vehicle is not part of the recall and he would have to pay for the service. Customer would like the vehicle serviced.

ACS informed without the VIN, there is no way to determine if the vehicle is part of the recall. ACS informed customer if the vehicle is not part of the recall, he would have to cover the repair expense, for the vehicle's warranty has expired. ACS referred customer to recalls.honda.com for open recall inquiries. Customer understood and required no further assistance.

\*\*\* SUBCASE N012011-04-2501596-2 CREATE 4/25/2011 9:58:37 AM, jward

Created in WIP Default with Due Date 4/25/2011 9:58:37 AM.

\*\*\* NOTES 4/25/2011 9:59:26 AM, jward, Action Type : Call from Customer

Added contact information.

Best contact number: [REDACTED]

Customer called stating the low beams went out and over heated at the connector. Customer states he found a SB 04-015 Safety Recall: Combination Light Switch and informed a Honda DLR he would like vehicle serviced for the recall. Customer states the DLR informed the vehicle is not part of the recall and he would have to pay for the service. Customer would like the vehicle serviced.

ACS informed without the VIN, there is no way to determine if the vehicle is part of the recall. ACS informed customer if the vehicle is not part of the recall, he would have to cover the repair expense, for the vehicle's warranty has expired. ACS referred customer to recalls.honda.com for open recall inquiries. Customer understood and required no further assistance.

\*\*\* SUBCASE N012011-04-2501596-1 CLOSE 4/25/2011 9:59:30 AM, jward

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012011-04-2501596-2 CLOSE 4/25/2011 9:59:31 AM, jward

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/25/2011 9:59:32 AM, jward

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

Case Details

Case ID : N032008-05-2001512 Division : Honda - Auto Condition : Closed Open Date : 5/20/2008 3:10:18 PM  
Case Originator : Jonathan Ellis (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 5/20/2008 3:23:46 PM  
Case Owner : Jonathan Ellis (Team CE) Method : Phone Queue : Days Open : 0  
Last Closed By : Jonathan Ellis (Team CE) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] COMBINATION LIGHT SWITCH SAFETY RECALL REIMBURSEM 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 : NEWPORT NEWS, VA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22951L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 90,000  
In Service Date : 02/19/2001  
Months In Use : 87  
Engine Number : D17A21411272  
Originating Dealer No. / Name : 207202 / CASEY HONDA  
Selling Dealer No. / Name : 207202 / CASEY HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
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 : 208283 / FIRST TEAM HONDA  
Phone No. : 757-686-1000  
Address : 3444 WESTERN BRANCH BL  
City / State / Zip : CHESAPEAKE, VA 23321  
Svc District / Sls District : 06H / G06  
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
N032008-05-2001512-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights



Issue Details

Issue ID : N032008-05-2001512-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jonathan Ellis	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/20/2008 3:14:37 PM
Issue Owner : Jonathan Ellis	Type 2 : Eligibility	Queue :	Close Date : 5/20/2008 3:23:46 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : 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 : N032008-05-2001512

Case Title : [REDACTED] COMBINATION LIGHT SWITCH SAFETY RECALL REIMBURSEMENT

\*\*\* CASE CREATE 5/20/2008 3:10:18 PM, jellis

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/20/2008 3:10:20 PM, jellis

WARRANTY CHECK 05/20/2008 03:10:20 PM jellis

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 5/20/2008 3:10:22 PM, jellis

CLAIM HISTORY CHECK 05/20/2008 03:10:22 PM jellis

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 5/20/2008 3:10:27 PM, jellis

CAMPAIGN CHECK 05/20/2008 03:10:27 PM jellis

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE VSC LOOKUP 5/20/2008 3:10:28 PM, jellis

VSC-CUC CHECK 05/20/2008 03:10:28 PM jellis

No data found for VIN.

\*\*\* CASE MODIFY 5/20/2008 3:12:10 PM, jellis

into WIP Default and Status of Solving.

\*\*\* CASE VSC LOOKUP 5/20/2008 3:12:26 PM, jellis

VSC-CUC CHECK 05/20/2008 03:12:26 PM jellis

No data found for VIN.

\*\*\* CASE MODIFY 5/20/2008 3:12:30 PM, jellis

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 5/20/2008 3:13:30 PM, jellis

into WIP Default and Status of Solving.

\*\*\* SUBCASE N032008-05-2001512-1 CREATE 5/20/2008 3:14:37 PM, jellis

Created in WIP Default with Due Date 5/20/2008 3:14:37 PM.

\*\*\* NOTES 5/20/2008 3:23:16 PM, jellis, Action Type : Call from Customer

The customer is calling because he was having problems with his vehicle's low beams in regards to his low beams are no longer operational. The customer purchased a combination light switch from FIRST TEAM HONDA and the customer installed the combination light switch into his vehicle around the end of February 2008. The customer said that he was made aware of the Combination Light Switch Safety Recall recently and the customer is seeking reimbursement for the combination light switch that he purchased to repair his vehicle. I informed the customer that if he is seeking possible reimbursement for the part he ordered for his vehicle then he will need to submit a copy of the proof of payment to AHM, P.O. Box 2964, Torrance, CA 90509 or fax to (909) 664-9009.

I gave the customer his case number and I instructed the customer to list his case number on any documentation that he will be submitting to us. The customer understood the information that I provided to him and the customer didn't require further assistance from me.

I updated the customer's information. [REDACTED]

\*\*\* CASE MODIFY 5/20/2008 3:23:24 PM, jellis

**Case History**

Case ID : N032008-05-2001512

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH SAFETY RECALL REIMBURSEMENT

into WIP Default and Status of Solving.

\*\*\* SUBCASE N032008-05-2001512-1 CLOSE 5/20/2008 3:23:46 PM, jellis

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/20/2008 3:23:46 PM, jellis

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N012003-01-2900484 Division : Honda - Auto Condition : Closed Open Date : 1/29/2003 10:11:15 AM  
Case Originator : Jennifer Flemate (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/19/2003 2:33:43 PM  
Case Owner : Marisa Martinez (Team HC) Method : Phone Queue : Days Open : 110  
Last Closed By : Marisa Martinez (Team HC) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\* No. of Attachments : 0

## Site / Contact Info :

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

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21501L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours : 45,882  
In Service Date : 08/03/2001  
Months In Use : 17  
Engine Number : D17A11429953  
Originating Dealer No. / Name : 208235 / SUSIE MORRIS HONDA  
Selling Dealer No. / Name : 208014 / HONDA EAST  
Trim : LX  
No. Of Doors : 2  
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 : 208014 / HONDA EAST  
Phone No. : 513-528-8000  
Address : 529 OHIO PIKE  
City / State / Zip : CINCINNATI, OH 45255  
Svc District / SIs District : 04J / B04  
Warranty Labor Rate / Date : \$86.00 /  
Agent Name : Comp Ind. :

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207302	CENTURY HONDA		

## 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
N012003-01-2900484-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012003-01-2900484-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012003-01-2900484-3 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-01-2900484-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Marisa Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 1/29/2003 11:13:49 AM
Issue Owner : Marisa Martinez	Type 2 : Operation	Queue :	Close Date : 2/5/2003 11:06:00 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : Provided Information, Referred to Dealer, Documented Concern,  
Component Category :  
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 : N012003-01-2900484-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Marisa Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 2/19/2003 4:35:45 PM
Issue Owner : Marisa Martinez	Type 2 : Operation	Queue :	Close Date : 2/21/2003 2:59:26 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : Repaired/Warranty, Completed Campaign, Provided Information,  
Component Category :  
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
32117-S5P-A20	WIRE HARNESS	Warranty

Issue Details

Issue ID : N012003-01-2900484-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marisa Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2003 2:48:56 PM
Issue Owner : Marisa Martinez	Type 2 : Operation	Queue :	Close Date : 5/19/2003 2:33:40 PM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

**Coding Info :**

Labor Code / Desc : 510 / Steering Column  
Condition Code Desc : Other 510X  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : Assist - AHM Partial  
Component Category : 01 - Steering System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
35255-S5A-A02	SWITCH ASSY.	Not Applicable

**Check Req Info :**

Check Requisition No. : 5451  
Primary Amount : \$0.00  
Incidental Type 1 / Amount : Rental Car / \$466.37  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$466.37  
Approved By : aharlan  
Approval Date : 5/15/2003  
Status : PROCESSED  
Check No. : 1323312  
Check Date : 5/16/2003

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : BATAVIA, OH [REDACTED]  
Campaign Template # :  
Contention Code : B01  
Defect Code : 004  
Category : Regular  
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012003-01-2900484

Case Title : [REDACTED] ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

\*\*\* CASE CREATE 1/29/2003 10:11:15 AM, jflemate

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

\*\*\* CASE MODIFY 1/29/2003 10:12:22 AM, jflemate

into WIP default and Status of Solving.

\*\*\* NOTES 1/29/2003 10:29:41 AM, jflemate, Action Type : Call from Customer

Customer called AHM to report a problem with her vehicle. Customer states that 2-months ago she started to smell an electrical burning smell. The smell would last for only about 3 minutes, then dissipates. She said that since then some of her lights have gone out in the vehicle, such as the low beam lights and lights in the vehicle, and then the lights come back on later in a few days.

This Friday on the freeway she smelled the burning smell and saw smoke this time. The smoke was coming from the steering column. She immediately pulled over called the fire department because she wasn't sure if the vehicle was going to catch on fire. The fire department has a report and they did smell the strong smell of an electrical burn. The smoke went away by the time they got there. She thinks it is because she turned off the ignition. The fire department disconnected the battery. The vehicle was towed to Century Honda, and she has worked with Steve and SM-Steve Kelly. They can't determine what has caused the problem.

I asked the customer if she has any aftermarket parts in the vehicle. She states that she doesn't. She doesn't even have an alarm in the vehicle.

I informed the customer that I would forward her information to a CM and someone would contact her in 24-48 hrs.

\*\*\* CASE MODIFY 1/29/2003 10:30:10 AM, jflemate

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/29/2003 10:30:43 AM, jflemate

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/29/2003 10:30:43 AM, jflemate

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/29/2003 10:30:48 AM, jflemate

from WIP default to Queue Team C.

\*\*\* CASE ACCEPT 1/29/2003 10:39:53 AM, ogoodman

from Queue Team C to WIP team c.

\*\*\* CASE ASSIGN 1/29/2003 10:39:58 AM, ogoodman

N012003-01-2900484 to mmartine, WIP

\*\*\* CASE RULE ACTION 1/29/2003 10:39:59 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* COMMIT 1/29/2003 11:03:59 AM, mmartine, Action Type :

Made to [REDACTED] due 01/31/03 11:04:02 AM.

DCS Follow-Up

\*\*\* NOTES 1/29/2003 11:04:53 AM, mmartine, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/31/03 11:

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

Customer called AHM to report a problem with her vehicle. Customer states that 2-months ago she started to smell an electrical burning smell. The smell

**AMERICAN HONDA**

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case History

Case ID : N012003-01-2900484

Case Title : ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

would last for only about 3 minutes, then dissipates. She said that since then some of her lights have gone out in the vehicle, such as the low beam lights and lights in the vehicle, and then the lights come back on later in a few days.

This Friday on the freeway she smelled the burning smell and saw smoke this time. The smoke was coming from the steering column. She immediately pulled over called the fire department because she wasn't sure if the vehicle was going to catch on fire. The fire department has a report and they did smell the strong smell of an electrical burn. The smoke went away by the time they got there. She thinks it is because she turned off the ignition. The fire department disconnected the battery. The vehicle was towed to Century Honda, and she has worked with Steve and SM-Steve Kelly. They can't determine what has caused the problem.

I asked the customer if she has any aftermarket parts in the vehicle. She states that she doesn't. She doesn't even have an alarm in the vehicle.

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 provide diagnosis information and service history.

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

**Marisa Martinez**  
Automobile Customer Service  
800-999-1009 ext. 118147

\*\*\* CASE MODIFY 1/29/2003 11:12:06 AM, mmartine  
into WIP MAIN and Status of Solving.

\*\*\* SUBCASE N012003-01-2900484-1 CREATE 1/29/2003 11:13:49 AM, mmartine  
Created in WIP Default with Due Date 1/29/2003 11:13:49 AM.

\*\*\* CASE VSC LOOKUP 1/29/2003 11:22:25 AM, mmartine

VSC CHECK 01/29/03 11:22:25 AM mmartine

The following VSC information was found

V001088751;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2001-08-03;2008-08-02;100000;371;208014;0.0

\*\*\* CASE CUC LOOKUP 1/29/2003 11:22:25 AM, mmartine

CUC CHECK 01/29/03 11:22:25 AM mmartine

The following CUC information was found

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:::0;0;0:::0:::

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\*\*\* NOTES 1/29/2003 11:28:13 AM, mmartine, Action Type : Call to Dealer

Spoke w/Jason in service. He says that they pulled apart steering column, dash, wiring, continuity and can't find anything wrong. All circuits work and all functions work. He says the headlights are fine and everything is working. He says they found a plastic bag on the exhaust when they checked it out on Monday. He says they said that happened last summer, but they found a lot of plastic still left.

Sticker on window says last oil change was @ 28K miles. He says the oil is nasty, like crude oil, it doesn't even drip off the stick. I asked him what he'll tell the customer. He says the owner came in, stated that they're going to give him a rental, which they gave him and then they are going to fix his car and then they aren't going to charge him anything. He says he and Steve spoke w/the wife and Jason spoke w/the husband. He says that the wife was nice, husband won't pick up the car until they find something. He's paying for a rental because Honda Care won't cover. They've let it run and have not duplicated the light issue. \$170 for diagnosis, and \$35 a day rental from Enterprise.



Case History

Case ID : N012003-01-2900484

Case Title : [REDACTED] ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

He says he spoke w/husband and told him they'd need another two hours of diagnosis for them to take everything apart. He says that the customer doesn't think he should have to pay a dime. He thinks Steve may call husband back. He says the DPSM is coming in on Friday - Mike Ditmer. I thanked him for the information.

\*\*\* COMMIT 1/29/2003 11:28:37 AM, mmartine, Action Type : N/A

Mike Ditmer - electrical issue

\*\*\* NOTES 1/30/2003 2:19:26 PM, mmartine, Action Type : Field/DSM

Spoke to Mike Ditmer about the issue. I gave him the background on the issue since he will be at the dealer tomorrow. He asked me to call about 3 PM his time. He feels the plastic on the exhaust is probably what caused the problem. He feels the issues should be documented carefully on the invoice - what was examined and what was removed- the plastic. I told him I'd call him and we could discuss.

\*\*\* CASE FULFILL 1/31/2003 11:01:18 AM, mmartine

Fulfilled for [REDACTED] due 01/31/03 11:04:02 AM.

\*\*\* COMMIT 1/31/2003 11:01:22 AM, mmartine, Action Type : N/A

Made to [REDACTED] due 01/31/03 06:00:00 PM.  
discussion w/DPSM and dealer?

\*\*\* NOTES 1/31/2003 11:56:17 AM, mmartine, Action Type : Field/DSM

Spoke w/Mike Ditmer. He says the dealership did not mention issue. I told him I figure that the dealer must be very confident in the issue. I let Mike know I was concerned about offering assistance, as I don't want customer to interpret that in any negative way. He agreed. No assistance to customer on rental or diagnosis cost. I thanked him for his help.

\*\*\* NOTES 1/31/2003 2:13:26 PM, mmartine, Action Type : Call to Dealer

Steve Kelly left voice mail to call him. Spoke w/Jason. Car picked up by customer yesterday. Left voice mail for Steve - I'll call him next week.

\*\*\* CASE FULFILL 1/31/2003 2:13:36 PM, mmartine

Fulfilled for [REDACTED] due 01/31/03 06:00:00 PM.

\*\*\* COMMIT 1/31/2003 2:13:40 PM, mmartine, Action Type : N/A

Steve Kelly - discuss case

\*\*\* CASE MODIFY 1/31/2003 2:46:48 PM, mmartine

into WIP waiting for repair and Status of Solving.

\*\*\* CASE FULFILL 2/3/2003 3:55:08 PM, mmartine

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

\*\*\* NOTES 2/4/2003 3:02:28 PM, mmartine, Action Type : Call from Customer

Customer called regarding case. She says that Century says there's nothing wrong w/the car, but she has a fire dept. report stating there was something wrong w/the vehicle. She says she's smelled it for the last two months. She says the low beams had gone out and had come back on. She says that she started smelling the electrical smell and saw a small stream of smoke coming out. She says she called her son, who told her to get out and call the fire dept. and they undid the battery for safety reason. She says she doesn't feel she should have to pay for the rental and repair. She doesn't want to put her grandchild in the car and doesn't feel it's safe. I told her the only other option would be to take it to another dealer or to contact her insurance. She says she'll contact her insurance, consumer reports and her attorney about the issue. She says she's not going to take it sitting down. She says that she'll let it burn up if she smells smoke again and won't turn off the key. She says it happens 3 to 4 weeks apart so the dealer would not be able to duplicate. She says she'll document, talk to her attorney and then send a fax. She says she may take it to Honda East. She feels that maybe Century didn't believe her. I told her it was not issue of not believing her, it's a problem of being able to find the source of the problem, which they could not trace, since everything was working fine.

Case History

Case ID : N012003-01-2900484

Case Title : [REDACTED] - ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

I told her I've documented the issue in our system. Customer understood. No follow-up required.

\*\*\* CASE MODIFY 2/4/2003 3:04:03 PM, mmartine  
into WIP waiting for repair and Status of Solving.

\*\*\* NOTES 2/5/2003 11:05:20 AM, mmartine, Action Type : Call to Dealer

Spoke w/Steve Kelly regarding discussion w/customer. Let him know I told her they are responsible for costs as nothing was found. He's concerned they may take the car overnight and not pay for any repairs. Closing case. No follow-up required.

\*\*\* SUBCASE N012003-01-2900484-1 CLOSE 2/5/2003 11:06:00 AM, mmartine  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/5/2003 11:06:03 AM, mmartine  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 2/7/2003 1:50:05 PM, mmartine  
with Condition of Open and Status of Solving.

\*\*\* NOTES 2/7/2003 1:53:29 PM, mmartine, Action Type : Call from Customer

Jean Turpin left voice mail. She says the insurance company is sending out an investigator and she is still paying for rental, she wants to write a letter to my supervisor and wants to go to the media or a lawyer. She says she's still paying for a rental and wants assistance.

\*\*\* NOTES 2/7/2003 1:55:32 PM, mmartine, Action Type : Call to Dealer

Spoke to Jason at dealership. Car is still there, insurance coming out on Monday. I told him we are not assisting and she'll have to pursue through her insurance. I'd be telling her about Honda position. NTF means we can't assist. He says he'll call back and let me know what insurance found.

\*\*\* NOTES 2/7/2003 2:36:25 PM, mmartine, Action Type : Call to Customer

Left message for customer - position is still the same - dealer found nothing wrong w/vehicle, she is still responsible for diagnosis and rental fees. I have documented her insurance is investigating, this is now their issue and they will need to determine if there is a problem w/the vehicle and if they are going to reimburse. If there is a problem found, they'll need to pursue through their process. She is welcome to write a letter, but our position is still the same, we will not assist if the dealer has not found a problem.

\*\*\* NOTES 2/11/2003 1:36:33 PM, mmartine, Action Type : Call from Customer

Steve Kelly called about vehicle. He says they locked it up so that if the customer picked it up, they would have to pay for it. Customer picked up the car on 2.18.03, when Steve was not there. Customer paid for repairs. He says the customer also dropped the rental off at Enterprise and did not pay. Steve says Enterprise called him about it and he told them Honda was not paying for it. He says they have the customer's credit card number, so they will charge. He says the insurance company did not come out to the dealership for inspection and he considers this a closed case. I thanked him for the information.

\*\*\* CASE CLOSE 2/11/2003 1:36:45 PM, mmartine  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 2/17/2003 8:08:21 AM, mmartine  
with Condition of Open and Status of Solving.

\*\*\* CASE VSC LOOKUP 2/17/2003 8:09:04 AM, mmartine

VSC CHECK 02/17/03 08:09:04 AM mmartine

The following VSC information was found

CHARLES;TURPIN;V001088751;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2001-08-03;2008-08-02;100000;371;208014;0.0  
0

\*\*\* CASE CUC LOOKUP 2/17/2003 8:09:04 AM, mmartine

## Spool Report

Run Date : 03/06/2012

## Case History

Case ID : N012003-01-2900484

Case Title : ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

CUC CHECK 02/17/03 08:09:04 AM mmartine

The following CUC information was found

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:::0:0:0:::0:

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\*\*\* NOTES 2/17/2003 8:14:38 AM, mmartine, Action Type : Call from Dealer

Steve from Century called regarding vehicle. Customer had no low beams on Friday and complains that area behind steering wheel got really hot. We discussed time for diagnosis and agreed on two hours as a one-time good will. He asked what would happen if they found a problem - she'd ask for reimbursement. I told him it depends on if he found something had burned, which is her contention. I told him we could direct her to Honda Care since she has an extended warranty. He asked if I'd call her and let her know and I said I would.

\*\*\* NOTES 2/17/2003 9:55:57 AM, mmartine, Action Type : Call from Customer

Customer says that she smelled burning on Friday but this time it did not smoke. She says she smelled electrical burning and felt back area, where lever for lights are, area was hot. She says the lights then went out. She says that for 20 mins. it had the smell. She says she showed Steve on Friday and the lights were out and they're still out. I told her I'd discussed the issue w/Steve and we would cover the diagnosis for two hours.

Customer says that the weather is very bad in her area - heavy snow and it may be a while before she gets to the dealer. I told her she could take it to Honda East if that's closer. She says she'll take it there. I told her I'd notify them.

\*\*\* CASE MODIFY 2/17/2003 9:56:25 AM, mmartine

into WIP MAIN and Status of Solving.

\*\*\* NOTES 2/17/2003 10:07:01 AM, mmartine, Action Type : Call to Dealer

Spoke w/Tina at Honda East. She says they saw her last October. I gave her the background on the vehicle, including the fire dept. report, rental issue and current problem w/low beams not working and heat on steering wheel cowlings. I explained I wanted to authorize two hours of diagnosis and gave her the number and told her the customer would be in in the next hour.

\*\*\* NOTES 2/17/2003 3:23:45 PM, mmartine, Action Type : Call to Dealer

Spoke w/Matt. Customer is in rental from Honda Care. Diagnosing problem.

\*\*\* COMMIT 2/17/2003 3:23:54 PM, mmartine, Action Type : N/A

diagnosis?

\*\*\* NOTES 2/18/2003 1:44:48 PM, mmartine, Action Type : Call to Dealer

Spoke w/Tina - combination switch and two subharnesses are being ordered per Tech. Line. She says she spoke w/Honda Care and talked to Cathy and they said they'd cover the switch and for her to look up the op codes and part numbers. Tina says she didn't cover the Tech line issue w/the customer. She says she told customer could not help w/the Honda Care reimbursement issue. Tina also told customer she didn't blame Century as they were looking for a needle in a haystack, they were just luck to have experienced the problem when she came in.

Part on CBO is 6522197. I could not find CBO. They will resubmit.

\*\*\* SUBCASE N012003-01-2900484-2 CREATE 2/19/2003 4:35:45 PM, mmartine

Created in WIP Default with Due Date 2/19/2003 4:35:45 PM.

\*\*\* CASE MODIFY 2/19/2003 4:36:02 PM, mmartine

into WIP waiting for repair and Status of Solving.

\*\*\* CASE FULFILL 2/20/2003 5:29:24 PM, mmartine

Fulfilled for [REDACTED] due 02/18/03 12:00:00 AM.

\*\*\* COMMIT 2/20/2003 5:29:27 PM, mmartine, Action Type : N/A

Case History

Case ID : N012003-01-2900484

Case Title : [REDACTED] ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

customer call back?

\*\*\* NOTES 2/21/2003 10:46:08 AM, mmartine, Action Type : Call to Dealer

Spoke w/Tina. She says Tech Line gave them a different part number to use - sub harness and the vehicle was fixed. Customer picked up car yesterday - customer was happy problem was found. Tina said customer brought up reimbursement and she told her to go to Honda Care on the issue. I thanked Tina for her help.

\*\*\* NOTES 2/21/2003 10:48:10 AM, mmartine, Action Type : Call to Customer

Left message for customer to call me.

\*\*\* CASE MODIFY COMMITMENT 2/21/2003 10:48:33 AM, mmartine

with [REDACTED] due 02/24/03 12:00:00 AM.

\*\*\* CASE MODIFY 2/21/2003 10:49:10 AM, mmartine

into WIP backorders and Status of Solving.

\*\*\* NOTES 2/21/2003 2:58:55 PM, mmartine, Action Type : Call from Customer

Customer called back. She says she feels there should be responsibility for the repair attempt at Century. I explained that Honda Care is responsible for the service contract, so she should discuss the reimbursement w/them.

Customer says that the service manager at Honda East, Tina did a great job and should get a raise for the help she was given. Customer says Tina was very empathetic and understanding and customer was very pleased to be treated so well.

Customer was concerned about reimbursement and the trouble she went through and will go to court if she isn't helped. I told her to first contact Honda Care and provide all the documents on the case. If she has problems, call me back and I'll work w/Honda Care to see if we can get the issue addressed. Customer understood. No follow-up required.

\*\*\* SUBCASE N012003-01-2900484-2 CLOSE 2/21/2003 2:59:26 PM, mmartine

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/21/2003 2:59:33 PM, mmartine

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

\*\*\* CASE REOPEN 5/7/2003 8:55:51 AM, hmcginn

with Condition of Open and Status of Solving.

\*\*\* NOTES 5/7/2003 8:56:32 AM, hmcginn, Action Type : Letter/Fax

On 5/5/03 ACS received a letter from customer dated 4/23/03 regarding previous issues.

\*\*\* CASE ASSIGN 5/7/2003 8:56:44 AM, hmcginn

N012003-01-2900484 to mmartine, WIP ☐ ☐

\*\*\* CASE RULE ACTION 5/7/2003 8:56:45 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 5/7/2003 9:18:57 AM, mmartine, Action Type : Note-Third Party

Spoke to Dionn at Honda Care about case. He did not see the letter noted in the file. Advised of customer concerns and repair problems. I explained she was seeking reimbursement and told him I thought she should be reimbursed. He says it sounds reasonable, but needs to review the case. I told him I would fax over along w/the case notes. I asked if I should contact customer that Honda Care will review and he says that would be fine.

Case History

Case ID : N012003-01-2900484

Case Title : [REDACTED] ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

Faxed case notes and customer documentation to Honda Care.

\*\*\* NOTES 5/7/2003 9:33:12 AM, mmartine, Action Type : Call to Customer

Left message at work that letter was received and was forwarded to Honda Care.

Left message on voice mail - letter received, sent case notes to Honda Care for review of her reimbursement request. They will contact her. Left name and number if she has questions.

Closing file. Will reopen if customer calls back.

\*\*\* CASE CLOSE 5/7/2003 9:33:46 AM, mmartine

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

\*\*\* CASE REOPEN 5/12/2003 2:35:44 PM, mmartine

with Condition of Open and Status of Solving.

\*\*\* NOTES 5/12/2003 2:45:25 PM, mmartine, Action Type : Note-Third Party

Spoke w/Eric Rey in VSC. Customer total claim is \$726.37. Will cover \$260 which is \$90 towing, \$70 for two days of rental and \$100 towards general good will.

\*\*\* NOTES 5/12/2003 2:48:24 PM, mmartine, Action Type : Call to Customer

Customer left voice mail - called and left message for customer. She wanted to know what was happening - advised Honda Care is covering \$260 and ASC will remiburse the rest.

Receipts for all repairs were sent in customer letter. Will process check.

\*\*\* SUBCASE N012003-01-2900484-3 CREATE 5/12/2003 2:48:56 PM, mmartine

Created in WIP Default with Due Date 5/12/2003 2:48:56 PM.

\*\*\* SUBCASE N012003-01-2900484-3 DISPATCH 5/12/2003 2:53:39 PM, mmartine

from WIP MAIN to Queue Ck Req - Harlan.

\*\*\* CASE MODIFY 5/12/2003 3:01:07 PM, mmartine

into WIP MAIN and Status of Solving.

\*\*\* SUBCASE N012003-01-2900484-3 RULE ACTION 5/13/2003 1:53:39 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N012003-01-2900484-3 RULE ACTION 5/14/2003 1:53:39 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N012003-01-2900484-3 5/15/2003 3:59:44 PM, aharlan, Action Type :

Check Requisition for 466.37 \$ submitted

Check Requisition for 466.37 \$ submitted by aharlan

\*\*\* SUBCASE N012003-01-2900484-3 RETURN 5/15/2003 3:59:51 PM, aharlan

from Queue Ck Req - Harlan to WIP subcases.

\*\*\* SUBCASE N012003-01-2900484-3 COMMIT 5/19/2003 8:02:08 AM, mmartine, Action Type : External Commitment

Check processed for check\_req\_no = 5451 on 2003-05-16-00.00.00.000000

\*\*\* NOTES 5/19/2003 9:04:25 AM, tpurvis, Action Type : Call to Customer

Case History

Case ID : N012003-01-2900484

Case Title : [REDACTED] - ELECTRICAL BURNING SMELL AND SMOKE IN VEHICLE\*URGENT

Called customer and left message to inform of a reimbursement check #1323312 in the amount of \$466.37, will be sent out today 5/19/03.

\*\*\* NOTES 5/19/2003 2:33:15 PM, mmartine, Action Type : Call to Customer

Left message for customer - Honda portion of check is being mailed today, Honda Care will send their portion, if she has questions then she can call me.  
Closing file. No follow-up required.

\*\*\* SUBCASE N012003-01-2900484-3 CLOSE 5/19/2003 2:33:40 PM, mmartine

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/19/2003 2:33:43 PM, mmartine

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N012012-01-0900076	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/9/2012 6:20:08 AM
Case Originator :	Ray Vasquez (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/9/2012 6:28:08 AM
Case Owner :	Ray Vasquez (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ray Vasquez (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] BOTH HEADLIGHTS WENT OUT/RECALL INFO			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 :	MANSFIELD CENTER, CT [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

## Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGEM21901L [REDACTED]
Model / Year :	CIVIC / 2001
Model ID / Product Line :	EM2191MW / A
Miles / Hours :	80,000
In Service Date :	10/25/2000
Months In Use :	135
Engine Number :	D17A21412947
Originating Dealer No. / Name :	207844 / CARDINAL HONDA
Selling Dealer No. / Name :	207844 / CARDINAL HONDA
Trim :	EX
No. Of Doors :	2
Transmission Code :	SMT
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
N012012-01-0900076-1 / [REDACTED]	PRODUCT Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012012-01-0900076-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Vasquez	Type 1 : Product	Status : Subcase Close	Open Date : 1/9/2012 6:27:40 AM
Issue Owner : Ray Vasquez	Type 2 : Operation	Queue :	Close Date : 1/9/2012 6:28:08 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 : 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



Case History

Case ID : N012012-01-0900076

Case Title : [REDACTED] BOTH HEADLIGHTS WENT OUT/RECALL INFO

\*\*\* CASE CREATE 1/9/2012 6:20:08 AM, rvasquez

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

\*\*\* CASE MODIFY 1/9/2012 6:21:15 AM, rvasquez

into WIP default and Status of Solving.

\*\*\* NOTES 1/9/2012 6:26:25 AM, rvasquez, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is: [REDACTED]

The customer contacted ACS to state that both headlights went out at the same time and she heard there was a recall..

ACS advised the customer that her vehicle was brought in for the low beam headlight recall repair on 6/7/04.

The customer understood and required no further assistance.

\*\*\* CASE MODIFY 1/9/2012 6:26:49 AM, rvasquez

into WIP default and Status of Solving.

\*\*\* SUBCASE N012012-01-0900076-1 CREATE 1/9/2012 6:27:40 AM, rvasquez

Created in WIP Default with Due Date 1/9/2012 6:27:40 AM.

\*\*\* CASE MODIFY 1/9/2012 6:28:02 AM, rvasquez

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/9/2012 6:28:08 AM, rvasquez

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

\*\*\* SUBCASE N012012-01-0900076-1 CLOSE 1/9/2012 6:28:08 AM, rvasquez

Status = Solving, Resolution Code = Instruction Given

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N032005-02-1600695 Division : Honda - Auto Condition : Closed Open Date : 2/16/2005 10:56:14 AM  
Case Originator : Shaneika Pierce (Team CF) Sub Division : Satellite Center Status : Closed Close Date : 2/16/2005 11:22:28 AM  
Case Owner : Shaneika Pierce (Team CF) Method : Phone Queue : Days Open : 0  
Last Closed By : Shaneika Pierce (Team CF) Point of Origin : Customer Wipbin :  
Case Title : 6-L, [REDACTED] - HEADLIGHT CAMPAIGN/FUEL FILLER INFORMATION 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 : ALBEMARLE, NC [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21531L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours : 93,000  
In Service Date : 11/28/2000  
Months In Use : 51  
Engine Number : D17A11434779  
Originating Dealer No. / Name : 207414 / HONDA OF CONCORD  
Selling Dealer No. / Name : 207414 / HONDA OF CONCORD  
Trim : LX  
No. Of Doors : 2  
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 : 208165 / TIM MARBURGER HONDA  
Phone No. : 704-983-4107  
Address : 410 AQUADALE ROAD  
City / State / Zip : ALBEMARLE, NC 28001  
Svc District / Sls District : 06K / E06  
Warranty Labor Rate / Date : \$74.00 /  
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
N032005-02-1600695-1 / [REDACTED]	CA Subcase Close	Campaign	Eligibility	310502	SAFETY RECALL: CIVI
N032005-02-1600695-2 / [REDACTED]	CA Subcase Close	Campaign	Eligibility	712	Headlights

**Issue Details**

Issue ID : N032005-02-1600695-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shaneika Pierce	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/16/2005 11:07:56 AM
Issue Owner : Shaneika Pierce	Type 2 : Eligibility	Queue :	Close Date : 2/16/2005 11:08:08 AM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 310502 / SAFETY RECALL: CIVIC FUEL FILL HOSE CLAM  
Condition Code Desc Other 310X  
Campaign Code / Desc : L28 / 2001 CIVIC FUEL HOSE  
Temperament Code :  
Resolutions : Updated Information  
Component Category : 07 - Fuel 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
17652-S5A-941	CLIP, FILLER TUBE	Not Applicable

**Issue Details**

Issue ID : N032005-02-1600695-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shaneika Pierce	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/16/2005 11:09:35 AM
Issue Owner : Shaneika Pierce	Type 2 : Eligibility	Queue :	Close Date : 2/16/2005 11:09:50 AM
Issue Title : [REDACTED] CAMPAIGN - INFO/ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
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
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Case History

Case ID : N032005-02-1600695

Case Title : 6- [REDACTED] - HEADLIGHT CAMPAIGN/FUEL FILLER INFORMATION

\*\*\* CASE CREATE 2/16/2005 10:56:14 AM, spierce

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

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2005 10:57:21 AM, spierce

CAMPAIGN CHECK 02/16/2005 10:57:21 AM spierce

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* NOTES 2/16/2005 11:03:09 AM, spierce, Action Type : Call from Customer

The customer is calling stating his headlights are not working. ACS researched the vin on the vehicle and noticed the vehicle is included in the Headlight campaign, as well as the fuel fill hose clamp recall. ACS provided the customer with this information and advised him to have the two concerns taken care of as soon as possible by contacting his local dealer. ACS provided the customer with the number to Tim Marburger Honda. The customer thanked me for assistance.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/16/2005 11:03:14 AM, spierce

WARRANTY CHECK 02/16/2005 11:03:14 AM spierce

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/16/2005 11:03:18 AM, spierce

CLAIM HISTORY CHECK 02/16/2005 11:03:18 AM spierce

No data found for VIN.

\*\*\* CASE VSC LOOKUP 2/16/2005 11:03:21 AM, spierce

VSC-CUC CHECK 02/16/2005 11:03:21 AM spierce

No data found for VIN.

\*\*\* CASE CREATE 2/16/2005 11:07:56 AM, spierce

Number = N032005-02-1600695-1, Created in WIP default with due date 02/17/2005 11:07:56 AM..

\*\*\* SUBCASE N032005-02-1600695-1 CREATE 2/16/2005 11:07:56 AM, spierce, Action Type :

Created in WIP default with due date 02/17/2005 11:07:56 AM.

\*\*\* SUBCASE N032005-02-1600695-1 MODIFY 2/16/2005 11:08:03 AM, spierce

into WIP default and Status of Solving.

\*\*\* SUBCASE N032005-02-1600695-1 CLOSE 2/16/2005 11:08:08 AM, spierce

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2005 11:08:28 AM, spierce

CAMPAIGN CHECK 02/16/2005 11:08:28 AM spierce

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE CREATE 2/16/2005 11:09:35 AM, spierce

Number = N032005-02-1600695-2, Created in WIP default with due date 02/17/2005 11:09:35 AM..

\*\*\* SUBCASE N032005-02-1600695-2 CREATE 2/16/2005 11:09:35 AM, spierce, Action Type : .

Case History

Case ID : N032005-02-1600695

Case Title : 6-L [REDACTED] HEADLIGHT CAMPAIGN/FUEL FILLER INFORMATION

Created in WIP default with due date 02/17/2005 11:09:35 AM.

\*\*\* SUBCASE N032005-02-1600695-2 MODIFY 2/16/2005 11:09:41 AM, spierce  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032005-02-1600695-2 CLOSE 2/16/2005 11:09:50 AM, spierce  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2005 11:09:57 AM, spierce

CAMPAIGN CHECK 02/16/2005 11:09:56 AM spierce

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* NOTES 2/16/2005 11:10:02 AM, spierce, Action Type : Call from Customer

The customer is calling stating his headlights are not working. ACS researched the vin on the vehicle and noticed the vehicle is included in the Headlight campaign, as well as the fuel fill hose clamp recall. ACS provided the customer with this information and advised him to have the two concerns taken care of as soon as possible by contacting his local dealer. ACS provided the customer with the number to Tim Marburger Honda. The customer thanked me for assistance.

\*\*\* NOTES 2/16/2005 11:10:54 AM, spierce, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

This customer will be contacting you in order to have his fuel filler clamp campaign, and headlight campaign completed.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Shaneika Pierce

Automobile Customer Service

\*\*\* CASE MODIFY 2/16/2005 11:22:25 AM, spierce  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 2/16/2005 11:22:28 AM, spierce

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032006-11-1301102	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/13/2006 8:22:03 AM
Case Originator :	Andrew Ndungu (Team MA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	11/13/2006 12:16:23
Case Owner :	Andrew Ndungu (Team MA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Andrew Ndungu (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL			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 : MONSON, MA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21561L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours : 89,000  
In Service Date : 11/17/2000  
Months In Use : 72  
Engine Number : D17A11434773  
Originating Dealer No. / Name : 206996 / CLEO BAY HONDA  
Selling Dealer No. / Name : 207669 / HONDA CARS OF MCKINNEY  
Trim : LX  
No. Of Doors : 2  
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 : 206675 / BALISE HONDA  
Phone No. : 413-788-4097  
Address : 400 RIVERDALE STREET  
City / State / Zip : W. SPRINGFIELD, MA 01089  
Svc District / Sls District : 09D / E09  
Warranty Labor Rate / Date : \$94.00 /  
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
N032006-11-1301102-1 / [REDACTED] CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-11-1301102-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/13/2006 8:27:16 AM
Issue Owner : Andrew Ndungu	Type 2 : Eligibility	Queue :	Close Date : 11/13/2006 12:16:22
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : Provided Information, 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 : N032006-11-1301102

Case Title : [REDACTED] HEADLIGHT RECALL

\*\*\* CASE CREATE 11/13/2006 8:22:03 AM, andungu

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 11/13/2006 8:22:10 AM, andungu

WARRANTY CHECK 11/13/2006 08:22:10 AM andungu

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 11/13/2006 8:22:15 AM, andungu

CLAIM HISTORY CHECK 11/13/2006 08:22:15 AM andungu

No data found for VIN.

\*\*\* CASE VSC LOOKUP 11/13/2006 8:22:23 AM, andungu

VSC CHECK 11/13/2006 08:22:23 AM andungu

The following VSC information was found

;;;;;;0;0;0.0

\*\*\* CASE CUC LOOKUP 11/13/2006 8:22:23 AM, andungu

CUC CHECK 11/13/2006 08:22:23 AM andungu

The following CUC information was found

JULIE;NICHOLSON;ACTIVE;100000;37128;49128;2003-03-27;2007-11-17;;2003-03-27;2003-03-27;207423;;0;2003-03-31;2003-03-31

\*\*\* CASE CAMPAIGN LOOKUP 11/13/2006 8:22:51 AM, andungu

CAMPAIGN CHECK 11/13/2006 08:22:51 AM andungu

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE CREATE 11/13/2006 8:27:16 AM, andungu

Number = N032006-11-1301102-1, Created in WIP default with due date 11/14/2006 08:27:16 AM..

\*\*\* SUBCASE N032006-11-1301102-1 CREATE 11/13/2006 8:27:16 AM, andungu, Action Type :

Created in WIP default with due date 11/14/2006 08:27:16 AM.

\*\*\* SUBCASE N032006-11-1301102-1 MODIFY 11/13/2006 8:27:27 AM, andungu

into WIP default and Status of Solving.

\*\*\* NOTES 11/13/2006 8:30:45 AM, andungu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer will be dropping by as her low headlights do not work and to have the clamps for the hose between the fuel fill pipe and fuel tank inspected under bulletin # 01-059.

This is for your information only and no response is required.



Case History

Case ID : N032006-11-1301102

Case Title : [REDACTED] HEADLIGHT RECALL

Thank you for your attention to this matter.

Andrew Ndungu  
Automobile Customer Service

\*\*\* NOTES 11/13/2006 8:33:10 AM, andungu, Action Type : Call from Customer

Customer called in as her low beam headlights were not working. She reported that she did see a recall on it on the internet and wanted to see whether she was covered. I checked the vin status for her vehicle and indeed it was. I referred her to Balise Honda in Springfield, MA to have it fixed and also to inspect her fuel hose clamps checked under the recall campaign on her vehicle. I also sent a DCS message to notify the dealership. Customer thanked me for the information and ended the call after I offered further assistance.

\*\*\* CASE MODIFY 11/13/2006 8:33:50 AM, andungu  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 11/13/2006 8:34:11 AM, andungu  
N032006-11-1301102 to afarias, WIP □□eC! Ûxp

\*\*\* CASE RULE ACTION 11/13/2006 8:34:12 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 11/13/2006 11:35:41 AM, afarias  
into WIP Default and Status of Solving.

\*\*\* CASE ASSIGN 11/13/2006 11:35:44 AM, afarias  
N032006-11-1301102 to andungu, WIP x

\*\*\* CASE RULE ACTION 11/13/2006 11:35:45 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N032006-11-1301102-1 CLOSE 11/13/2006 12:16:22 PM, andungu  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/13/2006 12:16:23 PM, andungu  
Status = Closed, Resolution Code = Instruction Given, State = Open

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N032008-06-2401801	Division : Honda - Auto	Condition : Closed	Open Date : 6/24/2008 4:18:07 PM
Case Originator : Priscilla Lum (Team CF)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/24/2008 4:34:19 PM
Case Owner : Priscilla Lum (Team CF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Priscilla Lum (Team CF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] RECALL INQUIRY	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 : PINEVILLE, LA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM21281L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2121PW / A  
 Miles / Hours : 124,000  
 In Service Date : 12/19/2000  
 Months In Use : 90  
 Engine Number : D17A11438140  
 Originating Dealer No. / Name : 207337 / MOSS HONDA  
 Selling Dealer No. / Name : 207337 / MOSS HONDA  
 Trim : DX  
 No. Of Doors : 2  
 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 : 206971 / WALKER HONDA  
 Phone No. : 318-445-6677  
 Address : 6677 COLISEUM BLVD.  
 City / State / Zip : ALEXANDRIA, LA 71303  
 Svc District / Sls District : 03H / E03  
 Warranty Labor Rate / Date : \$83.00 /  
 Agent Name : Comp Ind. :

#### Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### 3rd Party Info :

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

#### Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-06-2401801-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-06-2401801-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Lum	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/24/2008 4:33:15 PM
Issue Owner : Priscilla Lum	Type 2 : Eligibility	Queue :	Close Date : 6/24/2008 4:34:19 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032008-06-2401801

Case Title : [REDACTED] RECALL INQUIRY

\*\*\* CASE CREATE 6/24/2008 4:18:07 PM, pmedina

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

\*\*\* NOTES 6/24/2008 4:18:09 PM, pmedina, Action Type :  
name address phone [REDACTED] updated.

The customer noticed that the vehicle had read about some recalls for his low beam on both headlights that dont work .

\*\*\* CASE MODIFY 6/24/2008 4:21:41 PM, pmedina  
into WIP default and Status of Solving.

\*\*\* NOTES 6/24/2008 4:24:39 PM, pmedina, Action Type : Call from Customer

The customer was advised of PUD 00-098 for the PCM, SB 04-015 for the combination light switch, that may effect his low beam headlights, and SB 01-059 for the fuel hose clamp. The customer was advised the dealer would be notified of the open recalls but that he would be aware of what needed to be done at the customers appointment tomorrow morning.

The customer required no further assistance at this time.

\*\*\* CASE MODIFY 6/24/2008 4:24:55 PM, pmedina  
into WIP default and Status of Solving.\*\*\* NOTES 6/24/2008 4:25:57 PM, pmedina, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER

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

The customer has an appointment with you tomorrow morning, 6/25, for SB 04-015 and 01-059 and PUD 00-098. The customer states he has low beam failure in both headlights.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Priscilla Lum  
Automobile Customer Service\*\*\* CASE MODIFY 6/24/2008 4:25:59 PM, pmedina  
into WIP default and Status of Solving.\*\*\* CASE CREATE 6/24/2008 4:33:15 PM, pmedina  
Number = N032008-06-2401801-1, Created in WIP default with due date 06/25/2008 04:33:15 PM..\*\*\* SUBCASE N032008-06-2401801-1 CREATE 6/24/2008 4:33:15 PM, pmedina, Action Type :  
Created in WIP default with due date 06/25/2008 04:33:15 PM.\*\*\* SUBCASE N032008-06-2401801-1 MODIFY 6/24/2008 4:33:32 PM, pmedina  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/24/2008 4:33:37 PM, pmedina

Case History

Case ID : N032008-06-2401801

Case Title : [REDACTED] - RECALL INQUIRY

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/24/2008 4:34:16 PM, pmedina

into WIP default and Status of Solving.

\*\*\* SUBCASE N032008-06-2401801-1 CLOSE 6/24/2008 4:34:19 PM, pmedina

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/24/2008 4:34:19 PM, pmedina

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

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032004-08-1300239	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/13/2004 8:12:10 AM
Case Originator :	Todd Beary (Team PB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/13/2004 8:19:52 AM
Case Owner :	Todd Beary (Team PB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Todd Beary (Team PB)	Point of Origin :	Customer	Wipbin :			
Case Title :	10D [REDACTED] RECALL INQUIRY			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 : TEMPE, AZ [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21581L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours : 65,000  
In Service Date : 11/25/2000  
Months In Use : 45  
Engine Number : D17A11441633  
Originating Dealer No. / Name : 207767 / HONDA WORLD  
Selling Dealer No. / Name : 207767 / HONDA WORLD  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 5MT  
Exterior Color : WH  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 208216 / TEMPE HONDA  
Phone No. : 480-893-7900  
Address : 8030 S. AUTOPLEX LOOP  
City / State / Zip : TEMPE, AZ 85284  
Svc District / Sls District : 10D / D10  
Warranty Labor Rate / Date : \$116.00 /  
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
N032004-08-1300239-1	Subcase Close	Campaign	Eligibility	712	Headlights
N032004-08-1300239-2	Subcase Close	Campaign	Eligibility	310502	SAFETY RECALL: CIVI

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032004-08-1300239-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Todd Beary	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/13/2004 8:14:06 AM
Issue Owner : Todd Beary	Type 2 : Eligibility	Queue :	Close Date : 8/13/2004 8:15:09 AM
Issue Title : [REDACTED] CAMPAIGN - INFO/ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
Resolutions : Referred to Dealer  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032004-08-1300239-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Todd Beary	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/13/2004 8:14:24 AM
Issue Owner : Todd Beary	Type 2 : Eligibility	Queue :	Close Date : 8/13/2004 8:15:33 AM
Issue Title : [REDACTED] CAMPAIGN - INFO/ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 310502 / SAFETY RECALL: CIVIC FUEL FILL HOSE CLAM  
Condition Code Desc Other 310X  
Campaign Code / Desc : L28 / 2001 CIVIC FUEL HOSE  
Temperament Code :  
Resolutions : Referred to Dealer  
Component Category : 07 - Fuel 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
17652-S5A-941	CLIP, FILLER TUBE	Not Applicable

Case History

Case ID : N032004-08-1300239

Case Title : 10D, [REDACTED] - RECALL INQUIRY

\*\*\* NOTES 8/13/2004 8:12:10 AM, tbeary, Action Type :

Recall inquiry

\*\*\* CASE CREATE 8/13/2004 8:12:10 AM, tbeary

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

\*\*\* CASE CAMPAIGN LOOKUP 8/13/2004 8:12:58 AM, tbeary

CAMPAIGN CHECK 08/13/2004 08:12:58 AM tbeary

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE MODIFY 8/13/2004 8:13:48 AM, tbeary

into WIP default and Status of Solving.

\*\*\* CASE CREATE 8/13/2004 8:14:06 AM, tbeary

Number = N032004-08-1300239-1, Created in WIP default with due date 08/14/2004 08:14:06 AM..

\*\*\* SUBCASE N032004-08-1300239-1 CREATE 8/13/2004 8:14:06 AM, tbeary, Action Type :

Created in WIP default with due date 08/14/2004 08:14:06 AM.

\*\*\* CASE CREATE 8/13/2004 8:14:24 AM, tbeary

Number = N032004-08-1300239-2, Created in WIP default with due date 08/14/2004 08:14:24 AM..

\*\*\* SUBCASE N032004-08-1300239-2 CREATE 8/13/2004 8:14:24 AM, tbeary, Action Type :

Created in WIP default with due date 08/14/2004 08:14:24 AM.

\*\*\* SUBCASE N032004-08-1300239-1 CLOSE 8/13/2004 8:15:09 AM, tbeary

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N032004-08-1300239-2 CLOSE 8/13/2004 8:15:33 AM, tbeary

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 8/13/2004 8:18:36 AM, tbeary, Action Type : Call from Customer

Customer states his low beam headlights are not working. Customer states he has heard about a recall for this issue. I advised customer of the recalls and SB #s for the outstanding campaigns for this VIN. I referred customer to his local dealer. Customer thanked us for our assistance. I am closing case. I will send DCS.

\*\*\* NOTES 8/13/2004 8:19:40 AM, tbeary, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Low beam headlight wiring recall and the Fuel clamp campaign. We referred customer to your dealership for assistance in performing these outstanding campaigns.

This is for your information only and no response is required.

Thank you for your attention to this matter.



**Case History**

Case ID : N032004-08-1300239

Case Title : 10D, [REDACTED] - RECALL INQUIRY

Todd Beary

Automobile Customer Service

\*\*\* CASE CLOSE 8/13/2004 8:19:52 AM, tbeary

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N032010-01-0802043 Division : Honda - Auto Condition : Closed Open Date : 1/8/2010 3:50:04 PM  
Case Originator : Damon Phillips (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 1/8/2010 3:53:49 PM  
Case Owner : Damon Phillips (Team CA) Method : Phone Queue : Days Open : 0  
Last Closed By : Damon Phillips (Team CA) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] HEADLIGHT CONCERNS 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 : SAINT LOUIS, MO [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22072L [REDACTED]  
Model / Year : CIVIC / 2002  
Model ID / Product Line : EM2202JW / A  
Miles / Hours : 80,000  
In Service Date : 09/29/2001  
Months In Use : 100  
Engine Number : D17A22406509  
Originating Dealer No. / Name : 207103 / ALBERT HONDA  
Selling Dealer No. / Name : 206853 / STEPHEN VINCEL HONDA  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-01-0802043-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032010-01-0802043-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Product	Status : Subcase Close	Open Date : 1/8/2010 3:53:38 PM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 1/8/2010 3:53:49 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 : 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 : N032010-01-0802043

Case Title : [REDACTED] HEADLIGHT CONCERNS

\*\*\* CASE CREATE 1/8/2010 3:50:04 PM, dphillip

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

\*\*\* CASE VSC LOOKUP 1/8/2010 3:50:09 PM, dphillip

VSC CHECK 01/08/2010 03:50:09 PM dphillip

The following VSC information was found

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

\*\*\* CASE CUC LOOKUP 1/8/2010 3:50:09 PM, dphillip

CUC CHECK 01/08/2010 03:50:09 PM dphillip

The following CUC information was found

[REDACTED] SCHERER;EXPIRED;100000;36405;48405;2005-01-21;2008-09-29;2001-09-29;2005-01-21;2005-01-21;206853;2005-09-03;46487;2005-01-31;2005-01-24

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/8/2010 3:50:11 PM, dphillip

WARRANTY CHECK 01/08/2010 03:50:11 PM dphillip

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/8/2010 3:50:13 PM, dphillip

CLAIM HISTORY CHECK 01/08/2010 03:50:13 PM dphillip

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 1/8/2010 3:50:17 PM, dphillip

CAMPAIGN CHECK 01/08/2010 03:50:17 PM dphillip

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/21/04; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

\*\*\* CASE MODIFY 1/8/2010 3:50:21 PM, dphillip

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/8/2010 3:50:56 PM, dphillip

into WIP default and Status of Solving.

\*\*\* NOTES 1/8/2010 3:53:13 PM, dphillip, Action Type : Call from Customer

The customer called stating that the low beam headlights failed and she is inquiring if the low beam headlights were included in a recall. I confirmed thru CRMS that the low beam headlights were included in a recall which was completed 6/21/04. I advised the customer to schedule an appointment with her Honda dealer to have the headlights diagnosed. The customer thanked me and ended the call.

\*\*\* SUBCASE N032010-01-0802043-1 CREATE 1/8/2010 3:53:38 PM, dphillip

Created in WIP Default with Due Date 1/8/2010 3:53:38 PM.

\*\*\* CASE MODIFY 1/8/2010 3:53:44 PM, dphillip

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/8/2010 3:53:47 PM, dphillip

into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-01-0802043-1 CLOSE 1/8/2010 3:53:49 PM, dphillip

Status = Solving, Resolution Code = Instruction Given

**Case History**

Case ID : N032010-01-0802043

Case Title : [REDACTED] HEADLIGHT CONCERNS

\*\*\* CASE CLOSE 1/8/2010 3:53:49 PM, dphillip

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

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N012003-10-3101083 Division : Honda - Auto Condition : Closed Open Date : 10/31/2003 1:12:08 PM  
Case Originator : Liz Clogg (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 11/25/2003 6:32:07 AM  
Case Owner : Alisa Williams (Team HI) Method : Phone Queue : Days Open : 25  
Last Closed By : Alisa Williams (Team HI) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] - REQUEST FOR REIMBURSEMENT LABOR\*\*\*DONE\*\*\* 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 : CRANSTON, RI [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22931L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291JW / A  
Miles / Hours : 43,936  
In Service Date : 11/18/2000  
Months In Use : 35  
Engine Number : D17A21418124  
Originating Dealer No. / Name : 206748 / MAJESTIC HONDA  
Selling Dealer No. / Name : 206748 / MAJESTIC HONDA  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-3101083-1 [REDACTED]	PRODU Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-10-3101083-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ruby DeRudder	Type 1 : Product	Status : Subcase Close	Open Date : 11/3/2003 10:19:10 AM
Issue Owner : Ruby DeRudder	Type 2 : Operation	Queue :	Close Date : 11/24/2003 9:27:41 AM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : Assist - AHM 100%, 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
32103-S5P-A30	SUB-WIRE	Not Applicable

**Check Req Info :**

Check Requisition No. : 12212  
Primary Amount : \$357.34  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$357.34  
Approved By : rderudde  
Approval Date : 11/20/2003  
Status : PROCESSED  
Check No. : 1369681  
Check Date : 11/21/2003

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : CRANSTON, RI [REDACTED]  
Campaign Template # :  
Contention Code : 03227  
Defect Code : 06403  
Category : Regular  
Failed Part # : 32103-S5P-A30

Case History

Case ID : N012003-10-3101083

Case Title : [REDACTED] REQUEST FOR REIMBURSEMENT LABOR\*\*\*DONE\*\*\*

\*\*\* CASE CREATE 10/31/2003 1:12:08 PM, eclogg

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

\*\*\* CASE CAMPAIGN LOOKUP 10/31/2003 1:14:23 PM, eclogg

CAMPAIGN CHECK 10/31/2003 01:14:23 PM eclogg

The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

\*\*\* CASE MODIFY 10/31/2003 1:16:04 PM, eclogg

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/31/2003 1:16:28 PM, eclogg

into WIP default and Status of Solving.

\*\*\* NOTES 10/31/2003 1:41:44 PM, eclogg, Action Type : Call from Customer

Customer states the following:

On 10/21/2003, customer's daughter was driving the vehicle and noticed that there was a thin line of smoke coming out of the steering column. Customer brought the vehicle into dealer# 208089 Metro Honda, her normal place of service to get this diagnosed. The dealer provided the customer with a rental vehicle and kept her vehicle for a few days, but was not able to duplicate the problem.

On 10/25/2003, customer picked up the vehicle, but noticed on 10/26/2003 that this problem was happening again. She realized that the problem only happened when the head-lights were turned on and she normally drives with her headlights on during the day.

On 10/28/2003 she brought the vehicle back into the dealer with that information and this time, the dealer was able to diagnose the issue and found the problem to be the headlight switch and some wires in the box under the steering column. The dealer had told the customer that the repair was \$600.00 and the problem was due to a defect in material. The customer wanted to bring the vehicle home at this time, because the dealer was not able to provide a loaner, but the dealer told the customer that they had already taken the steering column apart. The customer was not happy about this or the defect and asked the service manager, Neil at this point for assistance in the repair. Neil told the customer that he had talked to his district service person and they made the decision for AHM to pay for parts, not for labor. Customer went back to the dealer to ask for them to cover labor, but service person Sandra was very rude to her and would not answer her.

Customer states that the dealer has been really helpful, but she feels that since this was a defect, that AHM should also cover the labor charge of \$300.00. Please note customer has also received assistance on another part on pervious case# N012001-11-0500268. I let the customer know that the district service person is an authorized decision maker for AHM and that I was not sure if AHM could in fact assist in the cost of labor I let the customer know that I would forward this request to a case manager for review and that someone should get back to her in about 3-5 business days. Customer thanked me and ended call.

\*\*\* CASE MODIFY 10/31/2003 1:41:54 PM, eclogg

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/31/2003 1:41:55 PM, eclogg

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 10/31/2003 1:42:02 PM, eclogg

from WIP default to Queue Team H.

\*\*\* CASE RULE ACTION 11/1/2003 1:42:02 PM, sa



Case History

Case ID : N012003-10-3101083

Case Title : [REDACTED] REQUEST FOR REIMBURSEMENT LABOR\*\*\*DONE\*\*\*

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* CASE RULE ACTION 11/2/2003 1:42:02 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

\*\*\* CASE YANKED 11/3/2003 10:18:20 AM, rderudde

Yanked by rderudde into WIPbin default.

\*\*\* SUBCASE N012003-10-3101083-1 CREATE 11/3/2003 10:19:10 AM, rderudde

Created in WIP Default with Due Date 11/3/2003 10:19:10 AM.

\*\*\* CASE MODIFY 11/3/2003 10:19:32 AM, rderudde

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 11/3/2003 10:19:36 AM, rderudde

N012003-10-3101083 to mroessle, WIP

\*\*\* SUBCASE N012003-10-3101083-1 ASSIGN 11/3/2003 10:19:46 AM, rderudde

N012003-10-3101083-1 to mroessle, WIP &amp;

\*\*\* CASE RULE ACTION 11/3/2003 11:44:11 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012003-10-3101083-1 RULE ACTION 11/3/2003 11:44:12 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* COMMIT 11/5/2003 3:25:08 PM, mroessle, Action Type :

Made to [REDACTED] due 11/08/2003 03:25:12 PM.

DCS Follow-Up

\*\*\* NOTES 11/5/2003 3:26:40 PM, mroessle, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/8/2003

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

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:

Customer has called our office an he is looking for assistance in regards to a head light repair on their vehicle. Please let me know what you have found.

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

Marc Roessler ext 118059

Automobile Customer Service

\*\*\* CASE MODIFY 11/5/2003 3:26:49 PM, mroessle

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/6/2003 8:59:57 AM, mroessle

into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 11/6/2003 9:19:55 AM, mroessle, Action Type : Call to Dealer

Case History

Case ID : N012003-10-3101083

Case Title : [REDACTED] REQUEST FOR REIMBURSEMENT LABOR\*\*\*DONE\*\*\*

Spoke to service and they had covered the parts for her. Customer has done some service at the dlr. Advised the dlr. we would go ahead and provide a free 15k service.

\*\*\* CASE CAMPAIGN LOOKUP 11/6/2003 9:21:07 AM, mroessle

CAMPAIGN CHECK 11/06/2003 09:21:07 AM mroessle

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

\*\*\* NOTES 11/6/2003 9:48:56 AM, mroessle, Action Type : Call to Customer

spoke tot the customer and she feels she should get the entire repair covered under warranty. Customer saw the issue as a safety concern. Customer is reluctant to accept any thing other than 100% labor. Did offer the 15k service but she was not that interested. Customer mentioned DPSM involvement at the end of the conversation.

\*\*\* NOTES 11/6/2003 9:52:28 AM, mroessle, Action Type : Field/DSM

Spoke to the DPSM Dan Enderle and he was not aware of the issue. He did not authorize any assistance. explained to him what had happened and the customer is requesting the labor to be covered as well. He will call the dealer and find out what had happened.

\*\*\* CASE MODIFY 11/6/2003 2:35:02 PM, mroessle

into WIP THURSDAY and Status of Solving.

\*\*\* NOTES 11/7/2003 9:11:06 AM, mroessle, Action Type : Field/DSM

DPSM called and he stated it is okay to reimburse the labor

\*\*\* NOTES 11/7/2003 9:15:26 AM, mroessle, Action Type : Call to Customer

Told the customer we will go ahead and reimburse her for the labor. Customer said thank you and she will fax over the ro on Monday

\*\*\* CASE MODIFY 11/7/2003 9:15:35 AM, mroessle

into WIP FRIDAY and Status of Solving.

\*\*\* SUBCASE N012003-10-3101083-1 DISPATCH 11/19/2003 2:29:40 PM, mroessle

from WIP default to Queue Ck Req - De Rudder.

\*\*\* CASE MODIFY 11/19/2003 2:30:31 PM, mroessle

into WIP CHK REQ. and Status of Solving.

\*\*\* CASE MODIFY 11/19/2003 2:30:40 PM, mroessle

into WIP CHK REQ. and Status of Solving.

\*\*\* SUBCASE N012003-10-3101083-1 ACCEPT 11/20/2003 8:37:51 AM, rderudde

from Queue Ck Req - De Rudder to WIP default.

\*\*\* SUBCASE N012003-10-3101083-1 11/20/2003 10:27:59 AM, rderudde, Action Type :

Check Requisition for 357.34 \$ submitted

Check Requisition for 357.34 \$ submitted by rderudde

\*\*\* SUBCASE N012003-10-3101083-1 COMMIT 11/24/2003 8:03:47 AM, rderudde, Action Type : External Commitment

Check processed for check\_req\_no = 12212 on 2003-11-21-00.00.00.000000

\*\*\* SUBCASE N012003-10-3101083-1 CLOSE 11/24/2003 9:27:41 AM, mroessle

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/24/2003 9:27:41 AM, mroessle

Case History

Case ID : N012003-10-3101083

Case Title : [REDACTED] - REQUEST FOR REIMBURSEMENT LABOR\*\*\*DONE\*\*\*

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

\*\*\* CASE REOPEN 11/24/2003 11:22:13 AM, Awilli01  
with Condition of Open and Status of Solving.

\*\*\* NOTES 11/24/2003 11:27:18 AM, Awilli01, Action Type : Call to Customer

Spoke with [REDACTED] informed customer that check # [REDACTED] in the amount of \$357.34 is to be mailed out on Monday November 24, 2003.

\*\*\* CASE CLOSE 11/25/2003 6:32:07 AM, Awilli01

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

\*\*\* NOTES 12/2/2003 11:27:41 AM, Awilli01, Action Type : Inbound DCS

GOOD WILL 50 50 CUSTOMER NOT SATISFIED WAITNG ON RESPONSE FOR FURTHER ASSISTANCE

\*\*\* COMMIT 12/2/2003 11:27:41 AM, Awilli01, Action Type : External Commitment

Inbound DCS received from Dealer # 208089

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032004-05-0700559	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/7/2004 10:49:30 AM
Case Originator :	Nika Trantham (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/7/2004 10:58:03 AM
Case Owner :	Nika Trantham (Team CG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Nika Trantham (Team CG)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHT RECALL			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 : [REDACTED]  
Cell / Pager No. : [REDACTED]  
Fax No. : ( ) - [REDACTED]  
Address : [REDACTED]  
City / State / Zip : DECATUR, AL [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22981L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 68,000  
In Service Date : 11/15/2000  
Months In Use : 42  
Engine Number : D17A21418647  
Originating Dealer No. / Name : 206867 / ECONOMY HONDA SUPERSTORE  
Selling Dealer No. / Name : 206867 / ECONOMY HONDA SUPERSTORE  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

Party 1 : Not Applicable  
Party 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
N032004-05-0700559-1 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-05-0700559-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/7/2004 10:54:03 AM
Issue Owner : Nika Trantham	Type 2 : Eligibility	Queue :	Close Date : 5/7/2004 10:58:03 AM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
Resolutions : 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 : N032004-05-0700559

Case Title : [REDACTED] - HEADLIGHT RECALL

\*\*\* CASE CREATE 5/7/2004 10:49:30 AM, ntrantha

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

\*\*\* CASE CAMPAIGN LOOKUP 5/7/2004 10:52:50 AM, ntrantha

CAMPAIGN CHECK 05/07/2004 10:52:50 AM ntrantha

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE CREATE 5/7/2004 10:54:03 AM, ntrantha

Number = N032004-05-0700559-1, Created in WIP default with due date 05/08/2004 10:54:03 AM..

\*\*\* SUBCASE N032004-05-0700559-1 CREATE 5/7/2004 10:54:03 AM, ntrantha, Action Type :

Created in WIP default with due date 05/08/2004 10:54:03 AM.

\*\*\* SUBCASE N032004-05-0700559-1 MODIFY 5/7/2004 10:54:11 AM, ntrantha

into WIP default and Status of Solving.

\*\*\* NOTES 5/7/2004 10:57:42 AM, ntrantha, Action Type : Call from Customer

The customer stated that she has received the headlight recall notice. The customer states that her headlights failed a couple of months ago and she had it repaired. The customer is requesting reimbursement.

I referred the customer to the recall notice's parameters for reimbursement. I provided the customer with the fax number to send her repair invoice and proof of payment.

The customer was satisfied. I am closing the case.

\*\*\* SUBCASE N032004-05-0700559-1 CLOSE 5/7/2004 10:58:03 AM, ntrantha

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/7/2004 10:58:03 AM, ntrantha

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

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report**

Run Date : 03/06/2012

**Case Details**

Case ID :	N012010-07-1500116	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/15/2010 6:56:17 AM
Case Originator :	Aaron Nguyen (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/15/2010 7:01:08 AM
Case Owner :	Aaron Nguyen (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Aaron Nguyen (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] STALLING/HEADLIGHTS ISSUES			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 : SYLVESTER, GA [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

**Product Info :**

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22971L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 167,547  
In Service Date : 11/06/2000  
Months In Use : 116  
Engine Number : D17A21418640  
Originating Dealer No. / Name : 206856 / DOBBS HONDA ON MENDENHALL  
Selling Dealer No. / Name : 206856 / DOBBS HONDA ON MENDENHALL  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name :  
Phone No. :  
Address :  
City / State / Zip :  
Svc District / 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
N012010-07-1500116-1 / [REDACTED]	PRODUC Subcase Close	Product	Operation	110	Upper Engine
N012010-07-1500116-2 / [REDACTED]	PRODUC Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-07-1500116-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2010 7:00:10 AM
Issue Owner : Aaron Nguyen	Type 2 : Operation	Queue :	Close Date : 7/15/2010 7:01:07 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 110 / Upper Engine  
Condition Code Desc : Stall/Quits 1108  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Assist Denied  
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 : N012010-07-1500116-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2010 7:00:49 AM
Issue Owner : Aaron Nguyen	Type 2 : Operation	Queue :	Close Date : 7/15/2010 7:01:07 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 : 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 : N012010-07-1500116

Case Title : [REDACTED] STALLING/HEADLIGHTS ISSUES

\*\*\* CASE CREATE 7/15/2010 6:56:17 AM, anguyen

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/15/2010 6:56:20 AM, anguyen

WARRANTY CHECK 07/15/2010 06:56:20 AM anguyen

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/15/2010 6:56:23 AM, anguyen

CLAIM HISTORY CHECK 07/15/2010 06:56:23 AM anguyen

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 7/15/2010 6:56:28 AM, anguyen

CAMPAIGN CHECK 07/15/2010 06:56:27 AM anguyen

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

\*\*\* CASE VSC LOOKUP 7/15/2010 6:56:30 AM, anguyen

VSC CHECK 07/15/2010 06:56:30 AM anguyen

The following VSC information was found

KATHLEEN;HUNNICUTT;V001925204;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;EXPIRED;;2004-03-02;2007-11-05;100000;45354  
;206857;0.00

\*\*\* CASE CUC LOOKUP 7/15/2010 6:56:31 AM, anguyen

CUC CHECK 07/15/2010 06:56:31 AM anguyen

The following CUC information was found

KATHLEEN;HUNNICUTT;EXPIRED;100000;45354;57354;2004-03-02;2007-11-06;;2004-03-02;2004-03-02;206857;;0;2004-03-3  
1;2004-03-24

\*\*\* CASE MODIFY 7/15/2010 6:56:32 AM, anguyen

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 7/15/2010 6:58:14 AM, anguyen

into WIP Default and Status of Solving.

\*\*\* NOTES 7/15/2010 6:59:50 AM, anguyen, Action Type : Call from Customer

Added her as the owner.

The customer stated that the car shuts off intermittently and the low beam lights are not working. She plans to have the car inspected by a Honda dealership soon.

She wanted to know if Honda can provide assistance to her.

She bought the car used 3-4 years ago from an independent dealership.

I advised that the car is well outside of warranty. Honda will not be able to assist her with the repairs.

She understood and ended the call.

\*\*\* SUBCASE N012010-07-1500116-1 CREATE 7/15/2010 7:00:10 AM, anguyen

Case History

Case ID : N012010-07-1500116

Case Title : [REDACTED] STALLING/HEADLIGHTS ISSUES

Created in WIP Default with Due Date 7/15/2010 7:00:10 AM.

\*\*\* SUBCASE N012010-07-1500116-2 CREATE 7/15/2010 7:00:49 AM, anguyen

Created in WIP Default with Due Date 7/15/2010 7:00:49 AM.

\*\*\* CASE MODIFY 7/15/2010 7:01:00 AM, anguyen

into WIP Default and Status of Solving.

\*\*\* SUBCASE N012010-07-1500116-1 CLOSE 7/15/2010 7:01:07 AM, anguyen

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012010-07-1500116-2 CLOSE 7/15/2010 7:01:07 AM, anguyen

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/15/2010 7:01:08 AM, anguyen

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-09-1302772	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/13/2010 12:52:15 PM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/13/2010 12:55:59 PM
Case Owner :	Priscilla Samaniego (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Priscilla Samaniego (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ P23			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 : ROSEVILLE, CA  
E Mail :  
Svc District / Sls District : /

Product Info :

Unit Owner :  
VIN Type / No. : US VIN / 1HGEM229811  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 202,000  
In Service Date : 11/17/2000  
Months In Use : 118  
Engine Number : D17A21420270  
Originating Dealer No. / Name : 207068 / CLAWSON HONDA OF FRESNO  
Selling Dealer No. / Name : 208118 / STOCKTON HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032010-09-1302772-1 / ██████████ CAMPAIGN -	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-09-1302772-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/13/2010 12:55:08 PM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 9/13/2010 12:55:59 PM
Issue Title : [REDACTED]	ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032010-09-1302772

Case Title : [REDACTED] - P23

\*\*\* CASE CREATE 9/13/2010 12:52:15 PM, psamanie

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

\*\*\* CASE MODIFY 9/13/2010 12:52:20 PM, psamanie

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2010 12:52:25 PM, psamanie

CAMPAIGN CHECK 09/13/2010 12:52:25 PM psamanie

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; 06/29/10; FX;

\*\*\* CASE VSC LOOKUP 9/13/2010 12:52:26 PM, psamanie

VSC-CUC CHECK 09/13/2010 12:52:26 PM psamanie

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/13/2010 12:52:30 PM, psamanie

CLAIM CHECK 09/13/2010 12:52:30 PM psamanie

The following Claim History information was found

0; 2010-06-29; 207676; 155691; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/13/2010 12:52:31 PM, psamanie

WARRANTY CHECK 09/13/2010 12:52:31 PM psamanie

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2010 12:52:39 PM, psamanie

CAMPAIGN CHECK 09/13/2010 12:52:39 PM psamanie

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; 06/29/10; FX;

\*\*\* NOTES 9/13/2010 12:54:46 PM, psamanie, Action Type : Call from Customer

The customer called stating that his daughter's low beam headlights just went out. The customer stated that he read online about a recall for this vehicle. I advised of the combination light switch recall and advised to contact a Honda dealer for repair. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

\*\*\* CASE CREATE 9/13/2010 12:55:08 PM, psamanie

Number = N032010-09-1302772-1, Created in WIP default with due date 09/14/2010 12:55:08 PM..

\*\*\* SUBCASE N032010-09-1302772-1 CREATE 9/13/2010 12:55:08 PM, psamanie, Action Type :

Created in WIP default with due date 09/14/2010 12:55:08 PM.

\*\*\* SUBCASE N032010-09-1302772-1 MODIFY 9/13/2010 12:55:12 PM, psamanie

into WIP default and Status of Solving.

Case History

Case ID : N032010-09-1302772

Case Title : [REDACTED] P23

\*\*\* CASE MODIFY 9/13/2010 12:55:56 PM, psamanie  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-09-1302772-1 CLOSE 9/13/2010 12:55:59 PM, psamanie  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/13/2010 12:55:59 PM, psamanie  
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032012-02-2100644	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/21/2012 9:16:10 AM
Case Originator :	Andrea Hurel (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/21/2012 9:22:08 AM
Case Owner :	Andrea Hurel (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Andrea Hurel (Team CA)	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 : POMPANO BEACH, FL  
E Mail :  
Svc District / SIs District : /

Product Info :

Unit Owner :  
VIN Type / No. : US VIN / 1HGEM225X1L  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours :  
In Service Date : 11/17/2000  
Months In Use : 135  
Engine Number : D17A11446687  
Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA  
Selling Dealer No. / Name : 207548 / CORAL SPRINGS HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : WH  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :  
Phone No. :  
Address :  
City / State / Zip :  
Svc District / 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
N032012-02-2100644-1 /	CAMPAI Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032012-02-2100644-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/21/2012 9:21:45 AM
Issue Owner : Andrea Hurel	Type 2 : Eligibility	Queue :	Close Date : 2/21/2012 9:22:07 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032012-02-2100644

Case Title : [REDACTED] P23

\*\*\* CASE CREATE 2/21/2012 9:16:10 AM, ahurel

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

\*\*\* CASE MODIFY 2/21/2012 9:17:18 AM, ahurel

into WIP default and Status of Solving.

\*\*\* NOTES 2/21/2012 9:21:30 AM, ahurel, Action Type : Call from Customer

The customer is calling in regards to the low beam headlight switch recall. The customer stated her lights is not working. The customer would like to know if her vehicle has a recall for the combination light switch. I informed the customer that her recall shows it was completed 11/05. I informed the customer to take the vehicle to her nearest Honda dealership for a diagnosis. I informed the customer if it is the same issue the dealership will complete the recall again. The customer thanked me and needed no further assistance. Customer's information was verified.

\*\*\* CASE CREATE 2/21/2012 9:21:45 AM, ahurel

Number = N032012-02-2100644-1, Created in WIP default with due date 02/22/2012 09:21:45 AM..

\*\*\* SUBCASE N032012-02-2100644-1 CREATE 2/21/2012 9:21:45 AM, ahurel, Action Type :

Created in WIP default with due date 02/22/2012 09:21:45 AM.

\*\*\* SUBCASE N032012-02-2100644-1 MODIFY 2/21/2012 9:21:48 AM, ahurel

into WIP default and Status of Solving.

\*\*\* SUBCASE N032012-02-2100644-1 CLOSE 2/21/2012 9:22:07 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/21/2012 9:22:08 AM, ahurel

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

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report**

Run Date : 03/06/2012

**Case Details**

Case ID : N032005-09-1300634 Division : Honda - Auto Condition : Closed Open Date : 9/13/2005 9:55:02 AM  
Case Originator : Andrea Hurel (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 10/24/2005 12:17:04  
Case Owner : Michael Bogan (Team AA) Method : Phone Queue : Days Open : 41  
Last Closed By : Michael Bogan (Team AA) Point of Origin : Customer Wipbin :  
Case Title : 01L - [REDACTED] HEADLIGHT REIMBURSEMENT 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 : TEMECULA, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22511L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 74,000  
In Service Date : 12/02/2000  
Months In Use : 57  
Engine Number : D17A11446726  
Originating Dealer No. / Name : 207375 / NORM REEVES HONDA, TEMECULA  
Selling Dealer No. / Name : 207375 / NORM REEVES HONDA, TEMECULA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : WH  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 208362 / DCH HONDA OF TEMECULA  
Phone No. : 951-699-4444  
Address : 26755 YNEZ ROAD  
City / State / Zip : TEMECULA, CA 92591  
Svc District / Sls District : 01J / D01  
Warranty Labor Rate / Date : \$95.00 /  
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
N032005-09-1300634-1 / [REDACTED]	Subcase Close	Campaign	Eligibility		
N032005-09-1300634-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032005-09-1300634-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/13/2005 10:04:50 AM
Issue Owner : Andrea Hurel	Type 2 : Eligibility	Queue :	Close Date : 9/13/2005 10:06:03 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : /  
Condition Code Desc Please Specify  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : 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

## Spool Report

Run Date : 03/06/2012

## Issue Details

Issue ID : N032005-09-1300634-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Bogan	Type 1 : Product	Status : Subcase Close	Open Date : 10/13/2005 9:31:30 AM
Issue Owner : Michael Bogan	Type 2 : Operation	Queue :	Close Date : 10/24/2005 11:00:22
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 : Assist - AHM 100%, CR Generated Gdwill  
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
35012-S5A-307	SET, COMBI SW SERVIC	Not Applicable

## Check Req Info :

Check Requisition No. : 13058  
Primary Amount : \$127.47  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$127.47  
Approved By : tbohi  
Approval Date : 10/20/2005  
Status : PROCESSED  
Check No. : 1527867  
Check Date : 10/21/2005

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : TEMECULA, CA [REDACTED]  
Campaign Template # :  
Contention Code : 03227  
Defect Code : 03214  
Category : Regular  
Failed Part # : 35012-S5A-307

Case History

Case ID : N032005-09-1300634

Case Title : 01L - [REDACTED] HEADLIGHT REIMBURSEMENT

\*\*\* CASE CREATE 9/13/2005 9:55:02 AM, ahurel

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

\*\*\* NOTES 9/13/2005 9:55:03 AM, ahurel, Action Type :

Customer is calling in regards to any recalls

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/13/2005 9:55:08 AM, ahurel

WARRANTY CHECK 09/13/2005 09:55:08 AM ahurel

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/13/2005 9:55:13 AM, ahurel

CLAIM CHECK 09/13/2005 09:55:13 AM ahurel

The following Claim History information was found

0; 2004-10-22; 208269; 096288; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2005 9:55:40 AM, ahurel

CAMPAIGN CHECK 09/13/2005 09:55:40 AM ahurel

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-10-22; FX

\*\*\* NOTES 9/13/2005 10:00:20 AM, ahurel, Action Type : Call from Customer

The customer is calling in regards to her head lights. The customer states that she had a recall on her vehicle regarding her head lights and wants to know if she is eligible for a reimbursement. I informed the customer that when a recall is done American Honda will honor the recall, but any work that is done after, the customer is responsible for the repairs. The customer wanted the mailing address. I provided the customer with the mailing address and the fax number. I gave her the case number and informed her to attach her case number to her documents. I told her to allow 4 - 6 week for total reimbursement. The customer thanked me and the call ended.

\*\*\* CASE CREATE 9/13/2005 10:04:50 AM, ahurel

Number = N032005-09-1300634-1, Created in WIP default with due date 09/14/2005 10:04:50 AM..

\*\*\* SUBCASE N032005-09-1300634-1 CREATE 9/13/2005 10:04:50 AM, ahurel, Action Type :

Created in WIP default with due date 09/14/2005 10:04:50 AM.

\*\*\* SUBCASE N032005-09-1300634-1 MODIFY 9/13/2005 10:05:59 AM, ahurel

into WIP default and Status of Solving.

\*\*\* SUBCASE N032005-09-1300634-1 CLOSE 9/13/2005 10:06:03 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CAMPAIGN LOOKUP 9/13/2005 10:06:06 AM, ahurel

CAMPAIGN CHECK 09/13/2005 10:06:06 AM ahurel

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-10-22; FX

\*\*\* CASE MODIFY 9/13/2005 10:07:58 AM, ahurel

into WIP default and Status of Solving.

Case History

Case ID : N032005-09-1300634

Case Title : OIL - [REDACTED] - HEADLIGHT REIMBURSEMENT

\*\*\* CASE CLOSE 9/13/2005 10:08:04 AM, ahurel

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

\*\*\* CASE REOPEN 10/3/2005 11:43:42 AM, ccameron

with Condition of Open and Status of Solving.

\*\*\* NOTES 10/3/2005 11:46:36 AM, ccameron, Action Type : Note-General

AHM received from the customer a typed letter by mail from the customer requesting reimbursement for a repair for headlights.

AHM received invoice# 142063 from Norm Reeves Honda dated 09/08/05

Mileage at the time of repair was 73,234.

The invoice stated the following:

Customer states headlight inop.

Cause no low beams was done before

Check and replace head light switch assembly.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/3/2005 11:46:42 AM, ccameron

WARRANTY CHECK 10/03/2005 11:46:42 AM ccameron

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 10/3/2005 11:46:47 AM, ccameron

CLAIM CHECK 10/03/2005 11:46:47 AM ccameron

The following Claim History information was found

0; 2004-10-22; 208269; 096288; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

\*\*\* CASE CAMPAIGN LOOKUP 10/3/2005 11:46:51 AM, ccameron

CAMPAIGN CHECK 10/03/2005 11:46:51 AM ccameron

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-10-22; FX

\*\*\* CASE MODIFY 10/3/2005 11:46:53 AM, ccameron

into WIP default and Status of Solving.

\*\*\* NOTES 10/3/2005 11:49:58 AM, ccameron, Action Type : Note-General

The cost of the repairs was for the amount of \$ 127.47.

This is non-campaign related and the customer is outside of campaign perimeters.

I will forward the documents to Torrance through inner office mail and disptach this case to Team H .

\*\*\* CASE DISPATCH 10/3/2005 11:51:07 AM, ccameron

from WIP default to Queue Honda Team H .

\*\*\* CASE ACCEPT 10/4/2005 8:34:48 AM, mbogan

from Queue Honda Team H to WIP default.

\*\*\* CASE MODIFY 10/4/2005 8:37:12 AM, mbogan

into WIP default and Status of Solving.

Case History

Case ID : N032005-09-1300634

Case Title : 01L - [REDACTED] - HEADLIGHT REIMBURSEMENT

\*\*\* COMMIT 10/4/2005 8:37:22 AM, mbogan, Action Type : N/A

Made to [REDACTED] due 10/05/2005 12:00:00 AM.

1st Review

\*\*\* CASE RULE ACTION 10/11/2005 8:55:02 AM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* SUBCASE N032005-09-1300634-2 CREATE 10/13/2005 9:31:30 AM, mbogan

Created in WIP Default with Due Date 10/13/2005 9:31:30 AM.

\*\*\* CASE MODIFY 10/13/2005 9:35:06 AM, mbogan

into WIP 1L - Glass and Status of Solving.

\*\*\* CASE MODIFY 10/13/2005 9:35:44 AM, mbogan

into WIP 1L - Glass and Status of Solving.

\*\*\* NOTES 10/13/2005 9:42:47 AM, mbogan, Action Type : Call to Customer

Left message for Amberlyn Lafave indicating that we were willing to process reimbursement, but explained that her name is on the written request and on the canceled check, but that the name of [REDACTED] is on the repair order and case title. I requested a call back to clarify to whom the check should be made out to and to what address should it be sent.

\*\*\* CASE MODIFY 10/13/2005 9:42:59 AM, mbogan

into WIP 1L - Glass and Status of Solving.

\*\*\* CASE FULFILL 10/18/2005 9:51:35 AM, tbohi

Fulfilled for [REDACTED] due 10/05/2005 12:00:00 AM.

\*\*\* COMMIT 10/18/2005 9:51:35 AM, tbohi, Action Type : N/A

Follow up with customer regarding name for check. Request Check?

\*\*\* CASE MODIFY 10/20/2005 11:56:57 AM, mbogan

into WIP 1L - Glass and Status of Solving.

\*\*\* NOTES 10/20/2005 11:58:15 AM, mbogan, Action Type : Call from Customer

Call to customer. Confirmed that [REDACTED] is her father but that she is now the registered owner of the vehicle.

\*\*\* SUBCASE N032005-09-1300634-2 DISPATCH 10/20/2005 11:59:01 AM, mbogan

from WIP SubCase to Queue Ck Req - Bohi.

\*\*\* CASE FULFILL 10/20/2005 11:59:29 AM, mbogan

Fulfilled for [REDACTED] due 10/20/2005 12:00:00 AM.

\*\*\* COMMIT 10/20/2005 11:59:35 AM, mbogan, Action Type : N/A

Confirm check mailed

\*\*\* CASE MODIFY 10/20/2005 12:00:02 PM, mbogan

into WIP 1L - Glass and Status of Solving.

\*\*\* SUBCASE N032005-09-1300634-2 10/20/2005 12:16:40 PM, tbohi, Action Type :

Check Requisition for 127.47 \$ submitted

Check Requisition for 127.47 \$ submitted by tbohi

\*\*\* SUBCASE N032005-09-1300634-2 RETURN 10/20/2005 12:16:44 PM, tbohi

Case History

Case ID : N032005-09-1300634

Case Title : 01L - [REDACTED] - HEADLIGHT REIMBURSEMENT

from Queue Ck Req - Bohi to WIP SubCase.

\*\*\* SUBCASE N032005-09-1300634-2 COMMIT 10/24/2005 8:02:51 AM, mbogan, Action Type : External Commitment

Check processed for check\_req\_no = 13058 on 2005-10-21-00.00.00.000000

\*\*\* NOTES 10/24/2005 9:00:16 AM, pburkhar, Action Type : Note-General

Check mailed.

\*\*\* SUBCASE N032005-09-1300634-2 CLOSE 10/24/2005 11:00:22 AM, mbogan

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 10/24/2005 12:17:01 PM, mbogan

into WIP Check Req and Status of Solving.

\*\*\* CASE CLOSE 10/24/2005 12:17:04 PM, mbogan

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



## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032005-02-0801338	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/8/2005 2:45:57 PM
Case Originator :	Todd Beary (Team PB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/8/2005 2:48:23 PM
Case Owner :	Todd Beary (Team PB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Todd Beary (Team PB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL DEALER REFERRAL			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 : BELL, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / IHGEM229211 [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 50,000  
In Service Date : 11/18/2000  
Months In Use : 51  
Engine Number : D17A21420191  
Originating Dealer No. / Name : 206507 / LONG BEACH HONDA  
Selling Dealer No. / Name : 206507 / LONG BEACH HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTORE  
Phone No. : 562-402-3844  
Address : 18500 STUDEBAKER ROAD  
City / State / Zip : CERRITOS, CA 90701  
Svc District / Sls District : 01E / A01  
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
N032005-02-0801338-1 / [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-02-0801338-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Todd Beary	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/8/2005 2:46:09 PM
Issue Owner : Todd Beary	Type 2 : Eligibility	Queue :	Close Date : 2/8/2005 2:47:16 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
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 : N032005-02-0801338

Case Title : [REDACTED] HEADLIGHT RECALL DEALER REFERRAL

\*\*\* CASE CREATE 2/8/2005 2:45:57 PM, tbeary

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

\*\*\* NOTES 2/8/2005 2:45:58 PM, tbeary, Action Type :

Dealer referral

\*\*\* CASE CREATE 2/8/2005 2:46:09 PM, tbeary

Number = N032005-02-0801338-1, Created in WIP default with due date 02/09/2005 02:46:09 PM..

\*\*\* SUBCASE N032005-02-0801338-1 CREATE 2/8/2005 2:46:09 PM, tbeary, Action Type :

Created in WIP default with due date 02/09/2005 02:46:09 PM.

\*\*\* CASE MODIFY 2/8/2005 2:46:46 PM, tbeary

into WIP default and Status of Solving.

\*\*\* SUBCASE N032005-02-0801338-1 CLOSE 2/8/2005 2:47:16 PM, tbeary

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 2/8/2005 2:47:59 PM, tbeary, Action Type : Call from Customer

I referred customer to Norm Reeves for recall assistance. Customer states her low beams do not work. Customer thanked us for our assistance. I am closing case. I will send DCS.

\*\*\* NOTES 2/8/2005 2:48:19 PM, tbeary, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Headlight recall

Customer will be contacting your dealership for assistance.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Todd Beary

Automobile Customer Service

\*\*\* CASE CLOSE 2/8/2005 2:48:23 PM, tbeary

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-10-1901258	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/19/2010 12:05:59
Case Originator :	Tara Limun (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/19/2010 12:20:18
Case Owner :	Tara Limun (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Tara Limun (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT 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 : TALLAHASSEE, FL [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21991L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2191MW / A  
Miles / Hours : 110,000  
In Service Date : 11/09/2000  
Months In Use : 119  
Engine Number : D17A21420815  
Originating Dealer No. / Name : 208208 / LUTE RILEY HONDA  
Selling Dealer No. / Name : 208208 / LUTE RILEY HONDA  
Trim : EX  
No. Of Doors : 2  
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 : 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
N012010-10-1901258-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-1901258-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 10/19/2010 12:12:14
Issue Owner : Tara Limun	Type 2 : Operation	Queue :	Close Date : 10/19/2010 12:20:17
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Referred to 3rd Party  
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 : N012010-10-1901258

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH

\*\*\* CASE CREATE 10/19/2010 12:05:59 PM, tlimun

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/19/2010 12:06:33 PM, tlimun

WARRANTY CHECK 10/19/2010 12:06:33 PM tlimun

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 10/19/2010 12:06:37 PM, tlimun

CLAIM CHECK 10/19/2010 12:06:36 PM tlimun

The following Claim History information was found

0; 2010-04-02; 206620; 117791; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

\*\*\* CASE CAMPAIGN LOOKUP 10/19/2010 12:06:42 PM, tlimun

CAMPAIGN CHECK 10/19/2010 12:06:42 PM tlimun

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/15/05; FX;  
08-093; Q96; DRIVERS AIRBAG INFLATOR; 04/02/10; FX;

\*\*\* CASE VSC LOOKUP 10/19/2010 12:06:44 PM, tlimun

VSC CHECK 10/19/2010 12:06:44 PM tlimun

The following VSC information was found

SOCORRO;RIVERA;V001330895;H70;HONDA CERTIFIED 7/100 VSC UPSELL;CANCELLED;2002-06-13;2002-05-28;2007-11-08;1000  
00;24378;207666;0.00

\*\*\* CASE CUC LOOKUP 10/19/2010 12:06:44 PM, tlimun

CUC CHECK 10/19/2010 12:06:44 PM tlimun

The following CUC information was found

SOCORRO;RIVERA;EXPIRED;100000;24028;48000;2003-11-09;2007-11-09;;2002-05-28;2002-05-28;207666;;0;2002-06-30;20  
02-06-11

\*\*\* CASE CAMPAIGN LOOKUP 10/19/2010 12:07:35 PM, tlimun

CAMPAIGN CHECK 10/19/2010 12:07:35 PM tlimun

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/15/05; FX;  
08-093; Q96; DRIVERS AIRBAG INFLATOR; 04/02/10; FX;

\*\*\* SUBCASE N012010-10-1901258-1 CREATE 10/19/2010 12:12:14 PM, tlimun

Created in WIP Default with Due Date 10/19/2010 12:12:14 PM.

\*\*\* NOTES 10/19/2010 12:20:08 PM, tlimun, Action Type : Call from Customer

ACS updated customer contact info and best contact number [REDACTED]

The customer called ACS and advised that he is having an issue with the headlights. Customer stated he require to have the combination switch replace. Customer stated he took his vehicle in to Honda dlr for diagnosed. Customer stated he had repaired the issue and paid \$211.14.

Customer stated the replacement combination light switch is heating and will go bad eventually. Customer stated the Honda dlr confirmed to customer that he is having the same issue as the recall 04-015.

Case History

Case ID : N012010-10-1901258

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

ACS transferred the call to Chino.

\*\*\* CASE MODIFY 10/19/2010 12:20:12 PM, tlimun  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-10-1901258-1 CLOSE 10/19/2010 12:20:17 PM, tlimun  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/19/2010 12:20:18 PM, tlimun  
Status = Closed, Resolution Code = Instruction Given, State = Open

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N032010-10-1901300	Division : Honda - Auto	Condition : Closed	Open Date : 10/19/2010 12:17:10
Case Originator : Roxanne Gandara (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 11/17/2010 10:16:30
Case Owner : Chris Bouissiere (Team CC)	Method : Phone	Queue :	Days Open : 29
Last Closed By : Chris Bouissiere (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : 07F - [REDACTED] - P23 REIMBURSEMENT REQUEST	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 / SIs District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM21991L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2191MW / A  
 Miles / Hours : 110,000  
 In Service Date : 11/09/2000  
 Months In Use : 119  
 Engine Number : D17A21420815  
 Originating Dealer No. / Name : 208208 / LUTE RILEY HONDA  
 Selling Dealer No. / Name : 208208 / LUTE RILEY HONDA  
 Trim : EX  
 No. Of Doors : 2  
 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 : 206620 / PROCTOR HONDA  
 Phone No. : 850-576-5165  
 Address : 2373 W. TENNESSEE ST.  
 City / State / Zip : TALLAHASSEE, FL 32304  
 Svc District / SIs 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 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
N032010-10-1901300-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032010-10-1901300-2 / [REDACTED]	Subcase Close	Campaign	Eligibility	728103	SAFETY RECALL: COMB



Issue Details

Issue ID : N032010-10-1901300-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/19/2010 1:47:13 PM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 10/19/2010 1:47:23 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Cold  
Resolutions : 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

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report**

Run Date : 03/06/2012

**Issue Details**

Issue ID : N032010-10-1901300-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Bouissiere	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/25/2010 7:57:27 AM
Issue Owner : Chris Bouissiere	Type 2 : Eligibility	Queue :	Close Date : 11/17/2010 10:16:29
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITCH  
Condition Code Desc Any 7280  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : Assist - AHM 100%, CR Generated Gdwill  
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
35255-S5A-A01	SWITCH ASSY.	Not Applicable

**Check Req Info :**

Check Requisition No. : 9519  
Primary Amount : \$211.48  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$211.48  
Approved By : mwhitake  
Approval Date : 11/11/2010  
Status : PROCESSED  
Check No. : 1883595  
Check Date : 11/12/2010

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : TALLAHASSEE, FL [REDACTED]  
Campaign Template # :  
Contention Code : P2300  
Defect Code : 5CN00  
Category : Regular  
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032010-10-1901300

Case Title : 07F - [REDACTED] - P23 REIMBURSEMENT REQUEST

\*\*\* CASE CREATE 10/19/2010 12:17:10 PM, rlopez

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/19/2010 12:17:12 PM, rlopez

WARRANTY CHECK 10/19/2010 12:17:12 PM rlopez

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 10/19/2010 12:17:16 PM, rlopez

CLAIM CHECK 10/19/2010 12:17:16 PM rlopez

The following Claim History information was found

0; 2010-04-02; 206620; 117791; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

\*\*\* CASE CAMPAIGN LOOKUP 10/19/2010 12:17:19 PM, rlopez

CAMPAIGN CHECK 10/19/2010 12:17:19 PM rlopez

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/15/05; FX;  
08-093; Q96; DRIVERS AIRBAG INFLATOR; 04/02/10; FX;

\*\*\* CASE CAMPAIGN LOOKUP 10/19/2010 12:17:25 PM, rlopez

CAMPAIGN CHECK 10/19/2010 12:17:25 PM rlopez

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/15/05; FX;  
08-093; Q96; DRIVERS AIRBAG INFLATOR; 04/02/10; FX;

\*\*\* CASE VSC LOOKUP 10/19/2010 12:17:28 PM, rlopez

VSC CHECK 10/19/2010 12:17:28 PM rlopez

The following VSC information was found

SOCORRO;RIVERA;V001330895;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;CANCELLED;2002-06-13;2002-05-28;2007-11-08;1000  
00;24378;207666;0.00

\*\*\* CASE CUC LOOKUP 10/19/2010 12:17:28 PM, rlopez

CUC CHECK 10/19/2010 12:17:28 PM rlopez

The following CUC information was found

SOCORRO;RIVERA;EXPIRED;100000;24028;48000;2003-11-09;2007-11-09;;2002-05-28;2002-05-28;207666;;0;2002-06-30;20  
02-06-11

\*\*\* CASE MODIFY 10/19/2010 12:17:29 PM, rlopez

into WIP In Box and Status of Solving.

\*\*\* CASE MODIFY 10/19/2010 12:17:43 PM, rlopez

into WIP In Box and Status of Solving.

\*\*\* CASE MODIFY 10/19/2010 12:25:00 PM, rlopez

into WIP In Box and Status of Solving.

\*\*\* NOTES 10/19/2010 12:25:04 PM, rlopez, Action Type : Call from Customer

Verified contact information 850-284-0747

Case History

Case ID : N032010-10-1901300

Case Title : 07F - [REDACTED] - P23 REIMBURSEMENT REQUEST

The customer stated he would like to know if the if the combination light switch recall has been preformed. I advised him yes it was completed on 04/15/05. I advised the customer per the Service Operations Manual section 7.3 that a vehicle may be eligible for a second safety recall repair if the safety recalls component exhibits the safety recall malfunction describes in the SB and is applicable in the VIN status inquiry. The customer was advised to speak to the SM who will contact the DPSM for 2nd recall repair approval. No further assistance was needed.

\*\*\* CASE MODIFY 10/19/2010 12:39:27 PM, rlopez  
into WIP In Box and Status of Solving.

\*\*\* CASE CREATE 10/19/2010 1:47:13 PM, rlopez  
Number = N032010-10-1901300-1, Created in WIP In Box with due date 10/20/2010 01:47:13 PM..

\*\*\* SUBCASE N032010-10-1901300-1 CREATE 10/19/2010 1:47:13 PM, rlopez, Action Type :  
Created in WIP In Box with due date 10/20/2010 01:47:13 PM.

\*\*\* SUBCASE N032010-10-1901300-1 MODIFY 10/19/2010 1:47:16 PM, rlopez  
into WIP In Box and Status of Solving.

\*\*\* CASE MODIFY 10/19/2010 1:47:18 PM, rlopez  
into WIP In Box and Status of Solving.

\*\*\* SUBCASE N032010-10-1901300-1 CLOSE 10/19/2010 1:47:23 PM, rlopez  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/19/2010 1:47:23 PM, rlopez  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 10/21/2010 12:15:38 PM, eleake  
with Condition of Open and Status of Solving.

\*\*\* NOTES 10/21/2010 12:26:30 PM, eleake, Action Type : Call from Customer  
Customer contact information verified [REDACTED]

Customer contact AHM stating he contacted Proctor Honda and spoke with the SM and was informed to contact AHM for reimbursement. Customer states he had to pay out of pocket to have the P23 recall completed again on 9/28/2010. Customer states he spoke with the today and the SM informed him that the repair is related to the safety recall.

I informed the customer reimbursement is not guaranteed. I informed the customer every reimbursement is reviewed and determined on a case by case basis. I informed the customer he will need to send a copy of his RO and proof of payment. Customer states he paid by credit card. I informed the customer he can send in a copy of the credit care receipt or credit card statement. I provided the customer fax number 909-664-9009 and his case number to reference on his case. I informed the customer once the documents have been received he will receive a call from a CM with the status of his request. Customer understood and required no further assistance.

Case will be closed until documents are received.

\*\*\* CASE MODIFY 10/21/2010 12:26:46 PM, eleake  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 10/21/2010 12:26:58 PM, eleake  
Status = Closed, Resolution Code = Instruction Given, State = Open

Case History

Case ID : N032010-10-1901300

Case Title : 07F- [REDACTED] P23 REIMBURSEMENT REQUEST

\*\*\* CASE REOPEN 10/22/2010 8:19:13 AM, apadungy  
with Condition of Open and Status of Solving.

\*\*\* NOTES 10/22/2010 8:21:18 AM, apadungy, Action Type : Call from Customer

The customer called to verify the fax number. I gave him the fax 909-664-9009 and call ended as he will try to fax the documents again.

\*\*\* CASE CLOSE 10/22/2010 8:21:21 AM, apadungy

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

\*\*\* CASE REOPEN 10/22/2010 9:23:03 AM, rcisne01

with Condition of Open and Status of Solving.

\*\*\* NOTES 10/22/2010 9:52:46 AM, rcisne01, Action Type : Documents Received

AHM received copy of fax cover sheet.

AHM received copy of sales receipt from Proctor Honda dated 9/28/2010 in the amount of \$211.48.

AHM received copy of invoice #130037 from Proctor Honda dated 9/28/2010 in the amount of \$211.48.

No other documents were received.

\*\*\* CASE MODIFY 10/22/2010 9:53:54 AM, rcisne01

into WIP Default and Status of Solving.

\*\*\* CASE DISPATCH 10/22/2010 9:53:59 AM, rcisne01

from WIP Default to Queue Chino Team CA.

\*\*\* CASE RULE ACTION 10/23/2010 8:53:59 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* CASE RULE ACTION 10/24/2010 8:53:59 AM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

\*\*\* CASE YANKED 10/25/2010 6:01:16 AM, cbouissi

Yanked by cbouissi into WIPbin default.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/25/2010 7:36:16 AM, cbouissi

WARRANTY CHECK 10/25/2010 07:36:16 AM cbouissi

No data found for VIN.

\*\*\* CASE VSC LOOKUP 10/25/2010 7:36:20 AM, cbouissi

VSC CHECK 10/25/2010 07:36:20 AM cbouissi

The following VSC information was found

SOCORRO;RIVERA;V001330895;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;CANCELLED;2002-06-13;2002-05-28;2007-11-08;1000  
00;24378;207666;0.00

\*\*\* CASE CUC LOOKUP 10/25/2010 7:36:20 AM, cbouissi

CUC CHECK 10/25/2010 07:36:20 AM cbouissi

The following CUC information was found

SOCORRO;RIVERA;EXPIRED;100000;24028;48000;2003-11-09;2007-11-09;;2002-05-28;2002-05-28;207666;;0;2002-06-30;20

Case History

Case ID : N032010-10-1901300

Case Title : 07F [REDACTED] P23 REIMBURSEMENT REQUEST

02-06-11

\*\*\* CASE CLAIMS LOOKUP 10/25/2010 7:36:21 AM, cbouissi

CLAIM CHECK 10/25/2010 07:36:21 AM cbouissi

The following Claim History information was found

0; 2010-04-02; 206620; 117791; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

\*\*\* CASE CAMPAIGN LOOKUP 10/25/2010 7:36:26 AM, cbouissi

CAMPAIGN CHECK 10/25/2010 07:36:26 AM cbouissi

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/15/05; FX;

08-093; Q96; DRIVERS AIRBAG INFLATOR; 04/02/10; FX;

\*\*\* NOTES 10/25/2010 7:52:21 AM, cbouissi, Action Type : Call to Dealer

I contacted Ron SM at Proctor Honda. I asked about the customers repairs. He stated that the customer [REDACTED] paid 211.48 for the repair of the Combination Light Switch.

I advised him of the repeat recall scenario in section 7.3 of the operations manual.

\*\*\* NOTES 10/25/2010 7:55:11 AM, cbouissi, Action Type : Call to Customer

I attempted to contact the customer on the daytime number. I left a message introducing myself. I left my contact information requesting a return call.

\*\*\* CASE MODIFY 10/25/2010 7:55:13 AM, cbouissi

into WIP default and Status of Solving.

\*\*\* COMMIT 10/25/2010 7:55:16 AM, cbouissi, Action Type : N/A

Call Cust. Review

\*\*\* CASE MODIFY 10/25/2010 7:56:56 AM, cbouissi

into WIP default and Status of Solving.

\*\*\* CASE CREATE 10/25/2010 7:57:27 AM, cbouissi

Number = N032010-10-1901300-2, Created in WIP default with due date 10/26/2010 07:57:27 AM..

\*\*\* SUBCASE N032010-10-1901300-2 CREATE 10/25/2010 7:57:27 AM, cbouissi, Action Type :

Created in WIP default with due date 10/26/2010 07:57:27 AM.

\*\*\* CASE MODIFY 10/25/2010 8:00:42 AM, cbouissi

into WIP default and Status of Solving.

\*\*\* NOTES 11/3/2010 10:14:17 AM, cbouissi, Action Type : Note-General

Targetbase: Fourth owner with 5 dealer visits.

Verified customer falls under campaign.

The customer sent in documentation for the P23 reimbursement consideration for the cost incurred due to the Combination Light Switch repair.

- The customer brought the vehicle to Proctor Honda after the Recall had been completed on the vehicle. The dealership replaced the Combination Light switch second time for the amount of \$211.48

Case History

Case ID : N032010-10-1901300

Case Title : 07F [REDACTED] - P23 REIMBURSEMENT REQUEST

\$226.12 requested.

The customer is eligible for the Recall Campaign for the Combination Light Switch.

Parts: \$ 47.25  
Labor: \$141.00  
Misc: \$ 8.46  
Tax: \$ 14.77

-----  
Grand total: \$211.48

\*\*\* CASE MODIFY 11/3/2010 10:14:26 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* NOTES 11/3/2010 10:22:48 AM, cbouissi, Action Type : Note-Resolution

The customer is seeking reimbursement for the Combination Light Switch repair under the R23 Recall Campaign. The invoice states the Combination Light Switch was replaced at Proctor Honda on 9/28/10, after the campaign was completed. I verified with Proctor Honda that the customer paid for the repair. Based on the information provided and the campaign verification, the customer's request will be further reviewed by my team lead.

\*\*\* NOTES 11/3/2010 10:29:34 AM, cbouissi, Action Type : Call to Customer

I attempted to contact the customer on the daytime number. I left a message introducing myself. I left my contact information requesting a return call.

\*\*\* CASE FULFILL 11/3/2010 10:30:55 AM, cbouissi

Fulfilled for [REDACTED] due 10/29/2010 12:00:00 AM.

\*\*\* COMMIT 11/3/2010 10:30:57 AM, cbouissi, Action Type : N/A

Call Cust. Submit

\*\*\* CASE MODIFY 11/3/2010 10:31:10 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* CASE MODIFY 11/9/2010 9:53:03 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* CASE MODIFY 11/9/2010 9:53:06 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* SUBCASE N032010-10-1901300-2 DISPATCH 11/9/2010 9:53:23 AM, cbouissi  
from WIP Subcases to Queue Check Req - C. Andaya.

\*\*\* CASE MODIFY 11/9/2010 9:53:33 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* CASE FULFILL 11/9/2010 9:53:36 AM, cbouissi  
Fulfilled for [REDACTED] due 11/09/2010 12:00:00 AM.

\*\*\* NOTES 11/9/2010 9:54:12 AM, cbouissi, Action Type : Call to Customer

I called the customer on the daytime number and advised them that the check requisition had been submitted for the amount of \$211.48. The customer thanked me for the information and agreed to a call back as soon as the check was mailed. I thanked the customer for his time and the call ended.

Case History

Case ID : N032010-10-1901300

Case Title : 07F- [REDACTED] P23 REIMBURSEMENT REQUEST

I verified the customer's contact information.

\*\*\* CASE MODIFY 11/9/2010 9:54:20 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* COMMIT 11/9/2010 9:54:23 AM, cbouissi, Action Type : N/A  
Check Req

\*\*\* CASE MODIFY 11/9/2010 9:54:35 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* CASE MODIFY 11/9/2010 9:56:52 AM, cbouissi  
into WIP Case Management and Status of Solving.

\*\*\* CASE YANKED 11/10/2010 8:06:14 AM, cbouissi  
Yanked by cbouissi into WIPbin default.

\*\*\* SUBCASE N032010-10-1901300-2 YANKED 11/10/2010 8:06:40 AM, cbouissi  
Yanked by cbouissi into WIPbin default.

\*\*\* SUBCASE N032010-10-1901300-2 DISPATCH 11/10/2010 8:07:21 AM, cbouissi  
from WIP default to Queue Check Req - C. Andaya.

\*\*\* CASE MODIFY 11/10/2010 8:07:40 AM, cbouissi  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-10-1901300-2 FORWARD 11/11/2010 7:20:18 AM, candaya  
from Queue Check Req - C. Andaya to Queue Check Req - M. Whitaker.

\*\*\* SUBCASE N032010-10-1901300-2 RULE ACTION 11/11/2010 8:07:21 AM, sa  
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N032010-10-1901300-2 11/11/2010 3:54:00 PM, mwhitake, Action Type :  
Check Requisition for 211.48 \$ submitted  
Check Requisition for 211.48 \$ submitted by mwhitake

\*\*\* SUBCASE N032010-10-1901300-2 FORWARD 11/11/2010 3:54:08 PM, mwhitake  
from Queue Check Req - M. Whitaker to Queue Check Approved - Sat.

\*\*\* SUBCASE N032010-10-1901300-2 RULE ACTION 11/12/2010 8:07:21 AM, sa  
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N032010-10-1901300-2 COMMIT 11/15/2010 8:01:26 AM, cbouissi, Action Type : External Commitment  
Check processed for check\_req\_no = 9519 on 2010-11-12-00.00.00.000000

\*\*\* NOTES 11/16/2010 7:17:56 AM, vsecura, Action Type : Note-General  
Check #1883595 totaling \$211.48 was mailed on 11/16/10.

\*\*\* SUBCASE N032010-10-1901300-2 ACCEPT 11/16/2010 7:18:02 AM, vsecura  
from Queue Check Approved - Sat to WIP default.

\*\*\* SUBCASE N032010-10-1901300-2 ASSIGN 11/16/2010 7:18:12 AM, vsecura  
N032010-10-1901300-2 to cbouissi, WIP



Case History

Case ID : N032010-10-1901300

Case Title : 07F - [REDACTED] - P23 REIMBURSEMENT REQUEST

\*\*\* SUBCASE N032010-10-1901300-2 RULE ACTION 11/16/2010 7:18:13 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE RULE ACTION 11/16/2010 12:17:10 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 11/17/2010 10:16:24 AM, cbouissi, Action Type : Call to Customer

I contacted the customer on the daytime number. I advised that the reimbursement has been issued as of 11/16/10. No further assistance is needed. Case Closed.

\*\*\* CASE MODIFY 11/17/2010 10:16:27 AM, cbouissi

into WIP Case Management and Status of Solving.

\*\*\* SUBCASE N032010-10-1901300-2 CLOSE 11/17/2010 10:16:29 AM, cbouissi

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/17/2010 10:16:30 AM, cbouissi

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N012010-12-1500854	Division : Honda - Auto	Condition : Closed	Open Date : 12/15/2010 11:38:34
Case Originator : David Mendoza (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/15/2010 12:24:54
Case Owner : David Mendoza (Team HC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : David Mendoza (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHT COMPLAINT	No. of Attachments : 0		

#### Site / Contact Info :

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

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM22531L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2251PW / A  
 Miles / Hours : 70,000  
 In Service Date : 03/12/2001  
 Months In Use : 117  
 Engine Number : D17A11448348  
 Originating Dealer No. / Name : 208201 / CROWN HONDA OF SOUTHPOINT  
 Selling Dealer No. / Name : 208201 / CROWN HONDA OF SOUTHPOINT  
 Trim : LX  
 No. Of Doors : 2  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

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

Comp Ind. :

#### Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### 3rd Party Info :

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

#### Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-1500854-1 [REDACTED] PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-1500854-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 12/15/2010 12:24:36
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 12/15/2010 12:24:46
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 : 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 : N012010-12-1500854

Case Title : [REDACTED] HEADLIGHT COMPLAINT

\*\*\* CASE CREATE 12/15/2010 11:38:34 AM, dmendoza

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

\*\*\* CASE MODIFY 12/15/2010 11:39:59 AM, dmendoza

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/15/2010 12:17:55 PM, dmendoza

into WIP default and Status of Solving.

\*\*\* NOTES 12/15/2010 12:23:48 PM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information.

Best Contact # [REDACTED]

The customer states that her lowbeam headlights are not working but her highbeams are. The customer states that she was aware of a similar recall and she would like to know if it applies to her vehicle. ACS advised the customer that there was a somewhat similar recall affecting her vehicle but it was completed in 2009. ACS advised the customer that ACS couldn't be certain that her vehicle's current issue is related to the recall. ACS advised the customer that she would be best served to contact the recall dept at option 2 to inquire as to how she should approach the situation since the recall has been performed already. ACS tranferred the customer to the main menu and advised her to select option 2.

\*\*\* CASE MODIFY 12/15/2010 12:23:51 PM, dmendoza

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-12-1500854-1 CREATE 12/15/2010 12:24:36 PM, dmendoza

Created in WIP Default with Due Date 12/15/2010 12:24:36 PM.

\*\*\* SUBCASE N012010-12-1500854-1 CLOSE 12/15/2010 12:24:46 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 12/15/2010 12:24:52 PM, dmendoza

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 12/15/2010 12:24:54 PM, dmendoza

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

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-01-1801240	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/18/2010 12:27:37 PM
Case Originator :	Riano Sugito (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/18/2010 12:37:21 PM
Case Owner :	Riano Sugito (Team SB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Riano Sugito (Team SB)	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :  
VIN Type / No. : US VIN / 1HGEM21221L  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2121PW / A  
Miles / Hours : 101,000  
In Service Date : 01/26/2001  
Months In Use : 108  
Engine Number : D17A11448417  
Originating Dealer No. / Name : 208189 / MILLER HONDA-CULVER CITY  
Selling Dealer No. / Name : 208189 / MILLER HONDA-CULVER CITY  
Trim : DX  
No. Of Doors : 2  
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 : 208058 / POWER HONDA COSTA MESA  
Phone No. : 714-436-5050  
Address : 2888 HARBOR BLVD.  
City / State / Zip : COSTA MESA, CA 92626  
Svc District / Sls District : 01G / C01  
Warranty Labor Rate / Date : \$102.00 /  
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
N012010-01-1801240-1	PROD	Subcase Close	Product	Operation	712	Headlights
N012010-01-1801240-2	CAMP	Subcase Close	Campaign	Details	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012010-01-1801240-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Product	Status : Subcase Close	Open Date : 1/18/2010 12:36:39 PM
Issue Owner : Riano Sugito	Type 2 : Operation	Queue :	Close Date : 1/18/2010 12:36:48 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, 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
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Issue Details

Issue ID : N012010-01-1801240-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/18/2010 12:37:07 PM
Issue Owner : Riano Sugito	Type 2 : Details	Queue :	Close Date : 1/18/2010 12:37:16 PM
Issue Title : [REDACTED] CAMPAIGN - DETAILS			

**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 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
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Case History

Case ID : N012010-01-1801240

Case Title : [REDACTED] - RECALL INQUIRY

\*\*\* CASE CREATE 1/18/2010 12:27:37 PM, rsugito  
Contact = [REDACTED] Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 1/18/2010 12:27:43 PM, rsugito  
into WIP default and Status of Solving.

\*\*\* CASE VSC LOOKUP 1/18/2010 12:28:09 PM, rsugito  
VSC-CUC CHECK 01/18/2010 12:28:08 PM rsugito  
No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/18/2010 12:28:11 PM, rsugito  
WARRANTY CHECK 01/18/2010 12:28:11 PM rsugito  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/18/2010 12:28:14 PM, rsugito  
CLAIM HISTORY CHECK 01/18/2010 12:28:14 PM rsugito  
No data found for VIN.

\*\*\* NOTES 1/18/2010 12:35:50 PM, rsugito, Action Type : Call from Customer  
Updated customer information  
Customer called in because his low beam light is no longer working.  
Customer wanted to know if there is any recall/campaign regarding this issue  
ACS provided the customer with Safety Recall 04-015 Safety Recall: Combination Light Switch  
ACS also provided the customer with outstanding recall 01-059 and 08-093  
ACS suggested the customer to take the vehicle in to Honda dealership for the inspection to determine the issue and to perform the recalls.  
Customer understood, ACS provided the customer with POWER HONDA COSTA MESA/7144365050 and ended the call.

\*\*\* CASE MODIFY 1/18/2010 12:35:56 PM, rsugito  
into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 1/18/2010 12:35:59 PM, rsugito  
CAMPAIGN CHECK 01/18/2010 12:35:59 PM rsugito  
The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; NU;  
08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

\*\*\* CASE MODIFY 1/18/2010 12:36:00 PM, rsugito  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-01-1801240-1 CREATE 1/18/2010 12:36:39 PM, rsugito  
Created in WIP Default with Due Date 1/18/2010 12:36:39 PM.

\*\*\* SUBCASE N012010-01-1801240-1 CLOSE 1/18/2010 12:36:48 PM, rsugito  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012010-01-1801240-2 CREATE 1/18/2010 12:37:07 PM, rsugito  
Created in WIP Default with Due Date 1/18/2010 12:37:07 PM.

\*\*\* SUBCASE N012010-01-1801240-2 CLOSE 1/18/2010 12:37:16 PM, rsugito

Case History

Case ID : N012010-01-1801240

Case Title : [REDACTED] - RECALL INQUIRY

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/18/2010 12:37:20 PM, rsugito  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/18/2010 12:37:21 PM, rsugito

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



**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report**

Run Date : 03/06/2012

**Case Details**

Case ID :	N012007-07-1801000	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/18/2007 12:55:54 PM
Case Originator :	Pamela Bongco (Team AC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/7/2007 2:08:44 PM
Case Owner :	Ron Robbins (Team SM)	Method :	Phone	Queue :		Days Open :	142
Last Closed By :	Ron Robbins (Team SM)	Point of Origin :	Customer	Wipbin :			
Case Title :	6F - [REDACTED] - REOPEN - N032007-07-0601397 / 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 : JUNCTION CITY, KS [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21971L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2191JW / A  
Miles / Hours : 120,000  
In Service Date : 02/15/2002  
Months In Use : 65  
Engine Number : D17A21422151  
Originating Dealer No. / Name : 809304 / HONDA DEUTSCHLAND  
Selling Dealer No. / Name : 809304 / HONDA DEUTSCHLAND  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 5MT  
Exterior Color : YE  
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
N012007-07-1801000-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012007-07-1801000-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-07-1801000-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 7/19/2007 10:38:44 AM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 7/20/2007 10:51:13 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

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

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-07-1801000-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 8/2/2007 12:39:42 PM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 8/8/2007 1:32:46 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : 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
33101-S5P-A01	HEADLIGHT UNIT, R.	Not Applicable

**Check Req Info :**

Check Requisition No. : 12994  
Primary Amount : \$283.50  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$283.50  
Approved By : acaswell  
Approval Date : 8/2/2007  
Status : PROCESSED  
Check No. : 1678241  
Check Date : 8/3/2007

Payee Name : XXXXXXXXXX  
Address : XXXXXXXXXX  
City / State / Zip : XXXXXXXXXX  
Campaign Template # :  
Contention Code : 01201  
Defect Code : 03214  
Category : Regular  
Failed Part # : 33101-S5P-A01

Case History

Case ID : N012007-07-1801000

Case Title : 6F - [REDACTED] REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

\*\*\* CASE CREATE 7/18/2007 12:55:54 PM. pbongco

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

\*\*\* NOTES 7/18/2007 12:55:55 PM, pbongco, Action Type :

\*\*\* CAMPAIGN CHECK 07/06/2007 03:05:46 PM agarci01

No data found for VIN

\*\*\* CLAIM HISTORY CHECK 07/06/2007 03:07:23 PM agarci01

No data found for VIN.

\*\*\* WARRANTY CHECK 07/06/2007 03:16:08 PM agarci01

No data found for VIN.

\*\*\* CLAIM HISTORY CHECK 07/06/2007 03:16:11 PM agarci01

No data found for VIN.

\*\*\* CAMPAIGN CHECK 07/06/2007 03:16:15 PM agarci01

No data found for VIN

\*\*\* VSC-CUC CHECK 07/06/2007 03:16:18 PM agarci01

No data found for VIN.

\*\*\* SUBCASE N032007-07-0601397-1 7/6/2007 3:17:19 PM agarci01

\*\*\* NOTES 07/06/2007 15:21:21 agarci01 Action Type: Call from Customer

Customer contacted AHM requesting reimbursement on an ignition switch recall. I updated all contact information through CRMS> Customer stated that she has had recall performed on the vehicle. I informed customer that she would need to submit a copy of invoice and proof of payment to 909-664-9009. I informed customer that assistance is not guaranteed but will be reviewed on a case by case basis. Customer understood and had no further questions. Call ended.

\*\*\* NOTES 07/16/2007 10:59:38 asims Action Type: Documents Received

AHM received documents from customer in reference to possible reimbursement for Ignition Switch repair.

AHM received Three Fax Cover Sheets

AHM received Two Copies of U.S. Military ID

AHM received Nine Copies of Personnel Service Battalion Documents

AHM received Community Bank Overseas Community Bank Program Document

AHM received copy of Honda Military Sales Document

AHM received Two Copies Maryland Certificate of Title

Case History

Case ID : N012007-07-1801000

Case Title : 6F - [REDACTED] - REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

AHM received copy of American Auto Logistics Document

AHM received Two Copies of Honda window Sticker Price Documents

AHM received copy of Military Car Sales GMBH Document

AHM received Copy of Ziebart Military Personnel Rust Protection Warranty Document

AHM received Owner's Protection Plain Document

AHM received invoice# 54175, from United Auto Center, dated 06/26/07, for the amount of \$ no charge. The mileage at the time of the repair was 116652.

The invoice stated the following.

( description of part )

1. ignition switch

AHM did not receive proof of payment

AHM received invoice# 53939, from United Auto Center, dated 06/16/07, for the amount of \$ 283.50. The mileage at the time of the repair was 116525

The invoice stated the following.

( description of part )

1. headlight switch

AHM receive two copies of the credit card sales receipt from United Auto Center dated 06/18/07 for the amount of \$283.50 of payment

No other documents received.

\*\*\* WARRANTY CHECK 07/17/2007 04:40:11 PM mpan

No data found for VIN.

\*\*\* CLAIM HISTORY CHECK 07/17/2007 04:40:14 PM mpan

No data found for VIN.

\*\*\* CAMPAIGN CHECK 07/17/2007 04:40:16 PM mpan

No data found For VIN

Case History

Case ID : N012007-07-1801000

Case Title : 6F - [REDACTED] REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

\*\*\* VSC-CUC CHECK 07/17/2007 04:40:18 PM mpan  
No data found for VIN.

\*\*\* CAMPAIGN CHECK 07/17/2007 04:40:21 PM mpan  
No data found For VIN

\*\*\* SUBCASE N032007-07-0601397-2 7/17/2007 4:41:16 PM mpan

\*\*\* NOTES 07/17/2007 16:41:52 mpan Action Type: Note-General  
This case is non-campaign related. I will forward the documents to Torrance.

\*\*\* CASE MODIFY 7/18/2007 12:56:19 PM. pbongco  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/18/2007 12:56:20 PM. pbongco  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/18/2007 12:56:20 PM, pbongco  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/18/2007 12:56:29 PM, pbongco  
from WIP default to Queue Honda Team F.

\*\*\* CASE YANKED 7/18/2007 2:28:35 PM. rrobbins  
Yanked by rrobbins into WIPbin Default.

\*\*\* SUBCASE N012007-07-1801000-1 CREATE 7/19/2007 10:38:44 AM. rrobbins  
Created in WIP Default with Due Date 7/19/2007 10:38:44 AM.

\*\*\* CASE CAMPAIGN LOOKUP 7/19/2007 10:40:01 AM. rrobbins  
CAMPAIGN CHECK 07/19/2007 10:40:01 AM rrobbins  
No data found For VIN

\*\*\* NOTES 7/19/2007 10:46:35 AM. rrobbins, Action Type : Call to Customer  
Called customer and spoke w/ customer about her request  
I advised that I am not certain that there is a related recall/campaign issued for her vehicle. I advised that it doesn't appear that there is, but I will look further into this and then call her back.  
Customer ok and thanked me.

\*\*\* NOTES 7/19/2007 12:14:57 PM, rrobbins, Action Type : Note-General  
Contacted John Phillips with Military Car Sales to see if he showed campaigns on this VIN  
Left voicemail requesting call back - provided VIN and my phone/ext#

\*\*\* CASE MODIFY 7/19/2007 12:15:00 PM, rrobbins  
into WIP Default and Status of Solving.

\*\*\* COMMIT 7/19/2007 12:15:02 PM, rrobbins, Action Type : N/A  
John Phillips call back?

Case History

Case ID : N012007-07-1801000

Case Title : 6F - [REDACTED] - REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

\*\*\* CASE MODIFY 7/19/2007 12:15:16 PM, rrobbins  
into WIP Default and Status of Solving.

\*\*\* NOTES 7/19/2007 3:51:02 PM, tbarnett, Action Type : Letter/Fax  
On 7/19/07 ACS received a 32-page fax from customer. Forwarded from customer.

\*\*\* CASE MODIFY COMMITMENT 7/20/2007 6:38:49 AM, rrobbins  
with [REDACTED] due 07/23/2007 12:00:00 AM.

\*\*\* NOTES 7/20/2007 10:42:57 AM, rrobbins, Action Type : Note-General  
John Phillips called back, and forwarded email from Honda Europe

"no open European Recalls or PUD open for this VIN."

I thanked him for the information

\*\*\* NOTES 7/20/2007 10:50:49 AM, rrobbins, Action Type : Call to Customer

Spoke w/ customer and confirmed that there are no open recalls or campaigns on her vehicle.

Customer disappointed, because her mechanic told her that there was. Customer states that this failure has occurred frequently.

I asked customer if a Honda dealership has seen the car. Customer states that it hasn't been to a Honda dealership in quite a while.

I advised that I cant account for what her ind mechanic is doing to the vehicle or reporting to her, and advised that our best recommendation is to have a Honda dealer take a look at the car.

I advised that any work they do will have a 12,000 mile/ 12 month warranty, whichever occurs first, and stated that once a dealer is involved we can certainly look into their diagnosis and discuss their findings.

Customer said ok and disconnected the call.

\*\*\* SUBCASE N012007-07-1801000-1 CLOSE 7/20/2007 10:51:13 AM, rrobbins

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/20/2007 10:51:18 AM, rrobbins

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

\*\*\* CASE REOPEN 7/27/2007 3:36:34 PM, tbarnett

with Condition of Open and Status of Solving.

\*\*\* NOTES 7/27/2007 3:37:15 PM, tbarnett, Action Type : Letter/Fax

On 7/27/07 ACS received a 7-page fax from customer. Forwarded from Chino.

\*\*\* CASE MODIFY 7/27/2007 3:47:42 PM, tbarnett  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/27/2007 3:48:00 PM, tbarnett  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/27/2007 3:48:07 PM, tbarnett  
from WIP default to Queue Honda Team F.

\*\*\* CASE ASSIGN 7/27/2007 3:55:46 PM, acaswell  
N012007-07-1801000 to rrobbins, WIP `

\*\*\* CASE RULE ACTION 7/27/2007 3:55:46 PM, sa

Case History

Case ID : N012007-07-1801000

Case Title : 6F - [REDACTED] REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE CAMPAIGN LOOKUP 7/30/2007 7:49:55 AM, rrobbins

CAMPAIGN CHECK 07/30/2007 07:49:55 AM rrobbins

No data found For VIN

\*\*\* COMMIT 7/30/2007 8:01:02 AM, rrobbins, Action Type : N/A

AC advise

\*\*\* CASE MODIFY 7/30/2007 8:01:15 AM, rrobbins

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/1/2007 10:55:09 AM, rrobbins

with [REDACTED] due 08/03/2007 12:00:00 AM.

\*\*\* NOTES 8/2/2007 12:36:35 PM, rrobbins, Action Type : Call to Customer

Per Sup, called customer and advised that I will have her reimbursed for these repairs

Verified her mailing address and advised that a check will go out on Monday

Customer was pleased and thanked me.

\*\*\* SUBCASE N012007-07-1801000-2 CREATE 8/2/2007 12:39:42 PM, rrobbins

Created in WIP Default with Due Date 8/2/2007 12:39:42 PM.

\*\*\* CASE MODIFY 8/2/2007 12:40:03 PM, rrobbins

into WIP Reimb Requests and Status of Solving.

\*\*\* CASE MODIFY 8/2/2007 12:43:07 PM, rrobbins

into WIP Reimb Requests and Status of Solving.

\*\*\* SUBCASE N012007-07-1801000-2 DISPATCH 8/2/2007 12:43:24 PM, rrobbins

from WIP Default to Queue CkReq - Caswell.

\*\*\* CASE MODIFY 8/2/2007 12:44:06 PM, rrobbins

into WIP Reimb Requests and Status of Solving.

\*\*\* CASE FULFILL 8/2/2007 12:44:09 PM, rrobbins

Fulfilled for [REDACTED] due 08/03/2007 12:00:00 AM.

\*\*\* COMMIT 8/2/2007 12:44:11 PM, rrobbins, Action Type : N/A

check sent?

\*\*\* CASE MODIFY 8/2/2007 12:44:21 PM, rrobbins

into WIP Reimb Requests and Status of Solving.

\*\*\* SUBCASE N012007-07-1801000-2 8/2/2007 12:45:45 PM, acaswell, Action Type :

Check Requisition for 283.50 \$ submitted

Check Requisition for 283.50 \$ submitted by acaswell

\*\*\* SUBCASE N012007-07-1801000-2 RETURN 8/2/2007 12:45:51 PM, acaswell

from Queue CkReq - Caswell to WIP Default.

\*\*\* SUBCASE N012007-07-1801000-2 COMMIT 8/6/2007 3:22:03 PM, rrobbins, Action Type : External Commitment

Check processed for check\_req\_no = 12994 on 2007-08-03-00.00.00.000000



Case History

Case ID : N012007-07-1801000

Case Title : 6F- [REDACTED] REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

\*\*\* SUBCASE N012007-07-1801000-2 FULFILL 8/7/2007 6:09:44 AM, rrobbins

Fulfilled for [REDACTED] due ?/?/? :??:?.

\*\*\* CASE MODIFY COMMITMENT 8/7/2007 6:10:13 AM, rrobbins

with [REDACTED] due 08/14/2007 12:00:00 AM.

\*\*\* CASE MODIFY 8/7/2007 6:10:19 AM, rrobbins

into WIP Reimb Requests and Status of Solving.

\*\*\* NOTES 8/7/2007 10:26:31 AM, tculver, Action Type : Note-Resolution

Check # [REDACTED] totaling \$283.50 was mailed on 08/07/07.

\*\*\* SUBCASE N012007-07-1801000-2 CLOSE 8/8/2007 1:32:46 PM, rrobbins

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/8/2007 1:32:47 PM, rrobbins

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

\*\*\* CASE REOPEN 11/27/2007 8:07:13 AM, lacevedo

with Condition of Open and Status of Solving.

\*\*\* CASE MODIFY 11/27/2007 8:07:28 AM, lacevedo

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/27/2007 8:07:43 AM, lacevedo

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/27/2007 8:08:49 AM, lacevedo

into WIP default and Status of Solving.

\*\*\* NOTES 11/27/2007 8:23:26 AM, lacevedo, Action Type : Call from Customer

The customer called ACS to state the following: the headlights went out the day after the dealership repaired the vehicle. The lights went out while driving at 6:00 am. The customer had her children in her vehicle, thus this was a frightening experience. The dealership charged her \$311 to replace the light switch for a third time. She also had to pay \$182 for a rental.

The customer is requesting that AHM consider reimbursing her for the cost of the rental or repairs. She stated that the dealership should have repaired it right the first time around. I verified the customer's contact information. I advised the customer that I will reopen her case and forward the case to a RCM who will contact her back within 1 to 2 business days.

\*\*\* NOTES 11/27/2007 8:25:08 AM, jarauza, Action Type : Note-General

Reopened case reviewed.

\*\*\* CASE DISPATCH 11/27/2007 8:30:55 AM, lacevedo

from WIP default to Queue Honda Team F.

\*\*\* CASE ASSIGN 11/27/2007 9:20:50 AM, mkim

N012007-07-1801000 to rrobbins, WIP

\*\*\* CASE RULE ACTION 11/27/2007 9:20:50 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 11/27/2007 12:30:28 PM, rrobbins, Action Type : Call to Customer

Case History

Case ID : N012007-07-1801000

Case Title : 6F - [REDACTED] REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

Called customer and left a message requesting a call back to further discuss her concerns/request

Customer complains of 3rd time headlight failure. This case was originally regarding the ignition switch. New case may be necessary after concerns are verified and the following questions are asked of the customer. - Which dealer performed this headlight repair? Which dealers performed previous repairs?

\*\*\* CASE MODIFY 11/27/2007 12:30:31 PM, robbins  
into WIP Default and Status of Solving.

\*\*\* COMMIT 11/27/2007 12:30:34 PM, robbins, Action Type : N/A

Customer call back? Probe further regarding headlight concerns, past and present

\*\*\* CASE MODIFY 11/27/2007 12:31:00 PM, robbins  
into WIP Default and Status of Solving.

\*\*\* NOTES 11/27/2007 2:04:56 PM, robbins, Action Type : Call from Customer

Customer called back. Customer states that the part she just paid for was previously replaced 2 other times. Customer states that we reimbursed her the last time. Customer states that it was replaced at an ind mechanic that time. This time it was done at a Honda dealership.

I advised customer that I'd like to take a look at her paperwork, however I don't know that we'll be able to assist. I advised that the previous reimbursement was a goodwill gesture, but we don't stand behind the work performed by an ind mechanic. I advised that we can not be responsible for their work, and therefore I don't think that I'll be able to have her reimbursed again. I advised that if this part that was just replaced at the dealership should fail, perhaps we can get her assistance with that. Customer understood.

I advised customer to send the current invoice, and copies of previous related repairs. I also asked for proof of payment, and her rental bill as well. I advised that assistance is not likely, but I would like to take a look. Customer understood and thanked me for speaking with her.  
Provided fax# and case #

\*\*\* CASE MODIFY 11/27/2007 2:04:58 PM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* CASE FULFILL 11/27/2007 2:05:01 PM, robbins  
Fulfilled for [REDACTED] due 11/29/2007 12:00:00 AM.

\*\*\* COMMIT 11/27/2007 2:05:03 PM, robbins, Action Type : N/A

Cust submit faxes? review

\*\*\* CASE MODIFY 11/27/2007 2:05:22 PM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* NOTES 11/28/2007 3:35:00 PM, tbarnett, Action Type : Letter/Fax  
On 11/28/07 ACS received a 20-page fax from customer.

\*\*\* CASE MODIFY COMMITMENT 11/29/2007 9:45:18 AM, robbins  
with [REDACTED] due 12/05/2007 12:00:00 AM.

\*\*\* CASE MODIFY 11/29/2007 9:45:23 AM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* NOTES 12/5/2007 7:47:20 AM, robbins, Action Type : Call to Customer

Called customer and left a message welcoming a call back. I advised that, as I had anticipated, I am not able to have her reimbursed this time around.

Case History

Case ID : N012007-07-1801000

Case Title : 6F - [REDACTED] - REOPEN - N032007-07-0601397 /HEADLIGHT SWITCH

The last reimbursement was a goodwill reimbursement for work performed at an ind mechanic, but we can not stand behind the work performed there. She recently had another replacement at a Honda dealer, but we must leave that expense as her responsibility. Should there be another failure, resulting from the work performed at the dealership, we can take another look at that time and welcomed a call.

I provided my phone/ext# for any questions or concerns.

\*\*\* CASE MODIFY 12/5/2007 7:47:22 AM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* CASE FULFILL 12/5/2007 7:47:24 AM, robbins  
Fulfilled for [REDACTED] due 12/05/2007 12:00:00 AM.

\*\*\* COMMIT 12/5/2007 7:47:25 AM, robbins. Action Type : N/A  
Close

\*\*\* CASE MODIFY 12/5/2007 7:47:33 AM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* NOTES 12/5/2007 8:33:27 AM, robbins, Action Type : Call from Customer

Customer called back, not very pleased with this outcome. I apologized to the customer, and advised that the OEM parts in her vehicle were removed and replaced quite some time ago. I advised that when she had them replaced at an ind mechanic, we had her reimbursed in good faith, because they had failed again after the previous dealer repair. She again had to have the work performed, but the OEM recalled parts were no longer in her vehicle, and we had advised that we can not stand behind the work performed by her ind mechanic. It was wise for her to have her current repair performed at the dealer, so at least we can be certain of the parts used and the work was performed by our technicians. I advised that the work has its own warranty of 12 years / 12,000 miles, and should it fail she should have us notified. But we will not have her reimbursed at this time.  
Customer disconnected the call.

\*\*\* CASE MODIFY 12/5/2007 8:33:30 AM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* CASE MODIFY 12/5/2007 8:33:31 AM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* CASE MODIFY 12/5/2007 8:33:39 AM, robbins  
into WIP Reimb Requests and Status of Solving.

\*\*\* CASE CLOSE 12/7/2007 2:08:44 PM, robbins  
Status = Closed, Resolution Code = Instruction Given, State = Open

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012004-01-2200265	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/22/2004 7:57:55 AM
Case Originator :	Dax Amary (Team HG)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/22/2004 8:11:42 AM
Case Owner :	Dax Amary (Team HG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Dax Amary (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBO SWITCH/WIRE HARNESS			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 : GREENVILLE, SC [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22961L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 56,894  
In Service Date : 11/18/2000  
Months In Use : 38  
Engine Number : D17A21422706  
Originating Dealer No. / Name : 207721 / PIEDMONT HONDA  
Selling Dealer No. / Name : 207721 / PIEDMONT HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207984 / HENDRICK HONDA EASLEY  
Phone No. : 864-855-1234  
Address : 4609 CALHOUN MEMORIAL  
City / State / Zip : EASLEY, SC 29642  
Svc District / Sls District : 06J / D06  
Warranty Labor Rate / Date : \$90.00 /  
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-01-2200265-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012004-01-2200265-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Dax Amary	Type 1 : Product	Status : Subcase Close	Open Date : 1/22/2004 8:11:07 AM
Issue Owner : Dax Amary	Type 2 : Operation	Queue :	Close Date : 1/22/2004 8:11:40 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span>	PRODUCT COMPLAINT - OPERATION		

**Coding Info :**

Labor Code / Desc : 737 / Wire harness  
Condition Code Desc Any 7370  
Campaign Code / Desc : /  
Temperament Code :  
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 : N012004-01-2200265

Case Title : [REDACTED] - COMBO SWITCH/WIRE HARNESS

\*\*\* CASE CREATE 1/22/2004 7:57:55 AM, damary

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

\*\*\* CASE VSC LOOKUP 1/22/2004 7:59:34 AM, damary

VSC-CUC CHECK 01/22/2004 07:59:34 AM damary

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 1/22/2004 7:59:57 AM, damary

CAMPAIGN CHECK 01/22/2004 07:59:57 AM damary

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

\*\*\* CASE MODIFY 1/22/2004 8:04:56 AM, damary

into WIP default and Status of Solving.

\*\*\* NOTES 1/22/2004 8:10:37 AM, damary. Action Type : Call from Customer

Customer called and stated that his low beam headlights failed while driving. The customer took the vehicle to Hendrick Honda. The dealership stated that the Honda switch had failed and that the wiring harness has been melted. The dealership stated that it would cost around \$170 to fix the repair.

The customer stated that the dealership contacted a Honda Rep. and the Honda Rep. stated that the repair would not be covered under warranty. The customer was not requesting goodwill assistance.

The customer stated that his dealership is great.

The customer stated that the issue is the safety of the vehicle.

The customer stated that he wanted to make Honda aware of the fact that Honda vehicle's of this year have a safety issue with the combo switch. The customer stated that he would like a call back regarding this issue.

I advised the customer stated that his call would be documented. I provided the customer with a case ID number.

\*\*\* CASE MODIFY 1/22/2004 8:10:52 AM, damary

into WIP default and Status of Solving.

\*\*\* NOTES 1/22/2004 8:11:02 AM, damary. Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called and stated that his low beam headlights failed while driving. The customer took the vehicle to Hendrick Honda. The dealership stated that the Honda switch had failed and that the wiring harness has been melted. The dealership stated that it would cost around \$170 to fix the repair.

The customer stated that the dealership contacted a Honda Rep. and the Honda Rep. stated that the repair would not be covered under warranty. The customer was not requesting goodwill assistance.

The customer stated that his dealership is great.

The customer stated that the issue is the safety of the vehicle.

The customer stated that he wanted to make Honda aware of the fact that Honda vehicle's of this year have a safety issue with the combo switch. The customer

Case History

Case ID : N012004-01-2200265

Case Title : [REDACTED] - COMBO SWITCH/WIRE HARNESS

stated that he would like a call back regarding this issue.

I advised the customer stated that his call would be documented. I provided the customer with a case ID number.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Dax Amary  
Automobile Customer Service

\*\*\* SUBCASE N012004-01-2200265-1 CREATE 1/22/2004 8:11:07 AM, damary

Created in WIP Default with Due Date 1/22/2004 8:11:07 AM.

\*\*\* SUBCASE N012004-01-2200265-1 CLOSE 1/22/2004 8:11:40 AM, damary

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/22/2004 8:11:42 AM, damary

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N032008-01-1800384	Division : Honda - Auto	Condition : Closed	Open Date : 1/18/2008 9:26:01 AM
Case Originator : Arlene Garcia (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/28/2008 12:59:21 PM
Case Owner : Alexander Perez (Team CD)	Method : Phone	Queue :	Days Open : 131
Last Closed By : Alexander Perez (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL	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 : SANFORD, FL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM22951L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2291MW / A  
 Miles / Hours : 117,000  
 In Service Date : 11/15/2000  
 Months In Use : 86  
 Engine Number : D17A21422798  
 Originating Dealer No. / Name : 207260 / CLASSIC HONDA  
 Selling Dealer No. / Name : 207260 / CLASSIC HONDA  
 Trim : EX  
 No. Of Doors : 2  
 Transmission Code : 4AT  
 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 : 206826 / HOLLER HONDA  
 Phone No. : 407-629-1234  
 Address : 2211 N. SEMORAN BLVD.  
 City / State / Zip : ORLANDO, FL 32807  
 Svc District / Sls District : 07L / B07  
 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 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
N032008-01-1800384-1 / [REDACTED]	CA	Subcase Close	Campaign	Eligibility	712 Headlights



Issue Details

Issue ID : N032008-01-1800384-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlene Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/18/2008 9:33:57 AM
Issue Owner : Arlene Garcia	Type 2 : Eligibility	Queue :	Close Date : 1/18/2008 10:09:50 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032008-01-1800384

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

\*\*\* CASE CREATE 1/18/2008 9:26:01 AM, agarcia2

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/18/2008 9:26:29 AM, agarcia2

WARRANTY CHECK 01/18/2008 09:26:29 AM agarcia2

No data found for VIN.

\*\*\* CASE VSC LOOKUP 1/18/2008 9:26:31 AM, agarcia2

VSC-CUC CHECK 01/18/2008 09:26:31 AM agarcia2

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/18/2008 9:26:34 AM, agarcia2

CLAIM HISTORY CHECK 01/18/2008 09:26:34 AM agarcia2

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 1/18/2008 9:26:55 AM, agarcia2

CAMPAIGN CHECK 01/18/2008 09:26:55 AM agarcia2

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE CAMPAIGN LOOKUP 1/18/2008 9:32:21 AM, agarcia2

CAMPAIGN CHECK 01/18/2008 09:32:21 AM agarcia2

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE CREATE 1/18/2008 9:33:57 AM, agarcia2

Number = N032008-01-1800384-1, Created in WIP default with due date 01/19/2008 09:33:57 AM..

\*\*\* SUBCASE N032008-01-1800384-1 CREATE 1/18/2008 9:33:57 AM, agarcia2, Action Type :

Created in WIP default with due date 01/19/2008 09:33:57 AM.

\*\*\* CASE MODIFY 1/18/2008 9:34:54 AM, agarcia2

into WIP default and Status of Solving.

\*\*\* NOTES 1/18/2008 10:05:11 AM, agarcia2, Action Type : Call from Customer

Added customer name, address and phone number [REDACTED]

The customer mother [REDACTED] Self called on behalf of her daughter. The customer stated the light beams were repaired about a month ago at Holler Honda and was charged \$250 for a switch and to clean the wires. The customer was advised it would be \$2000. to rewire her vehicle and was not advised of the recall.

Customer would like to be reimbursed, I advised the customer to please fax the following information: Proof of payment and complete invoice of the work preformed, advised the customer to place the case number on each document. Please fax to 909-664-9009. I advised that all reimbursement requests are reviewed on a case by case basis and reimbursement can not be guaranteed but for customer satisfaction this case will be forwarded for review by a case manager once the proper documents are received. Customer understood and I provided the case number. I also advised the customer to have the recall performed.

The customer also stated her daughter picked her up from the airport last night and the transmission was slipping. The customer stated the transmission did not want to shift into 2nd and then would slip into gear. The customer stated the vehicle is down at a gas station. The customer stated she read on the internet about a transmission extended warranty. I advised the customer campaigns are vin specific and this vehicle is not affected by an transmission extended warranty.

Case History

Case ID : N032008-01-1800384

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

The customer understood. No further assistance was needed, I thanked the customer for calling AHM and call ended.

\*\*\* CASE MODIFY 1/18/2008 10:05:14 AM, agarcia2  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/18/2008 10:07:16 AM, agarcia2  
into WIP default and Status of Solving.

\*\*\* NOTES 1/18/2008 10:09:41 AM, agarcia2, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER

This customer contacted our office regarding the TSB 04-015 combination light switch safety recall. The customer stated she took the vehicle in for the low beam going out and was charged \$250 for a switch and to clean the wires and was not advised of the recall. I advised the customer the vehicle is affected by the recall.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Arlene Garcia  
Automobile Customer Service

\*\*\* SUBCASE N032008-01-1800384-1 CLOSE 1/18/2008 10:09:50 AM, agarcia2  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/18/2008 10:09:50 AM, agarcia2  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 5/28/2008 12:54:22 PM, aperez  
with Condition of Open and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/28/2008 12:54:30 PM, aperez  
WARRANTY CHECK 05/28/2008 12:54:30 PM aperez  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 5/28/2008 12:54:34 PM, aperez  
CLAIM CHECK 05/28/2008 12:54:34 PM aperez  
The following Claim History information was found  
0; 2008-01-19; 208261; 101809; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE  
COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN THE

\*\*\* CASE CAMPAIGN LOOKUP 5/28/2008 12:54:36 PM, aperez  
CAMPAIGN CHECK 05/28/2008 12:54:36 PM aperez  
The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 01/19/08; FX;

\*\*\* CASE VSC LOOKUP 5/28/2008 12:54:37 PM, aperez  
VSC-CUC CHECK 05/28/2008 12:54:37 PM aperez

Case History

Case ID : N032008-01-1800384

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

No data found for VIN.

\*\*\* NOTES 5/28/2008 12:58:50 PM, aperez, Action Type : Call from Customer

Customer contact verified [REDACTED]

The customer called regarding her previous call. She indicated that she was going to submit her request for reimbursement but has misplaced the Case ID and the fax number where to submit the documents. I provided the customer with the Case ID (N032008-01-1800384) and advised the customer to fax a copy of the Repair Order and Proof of Payment to 909-664-9009. I advised the customer to write the case number on the fax. The customer understood and thanked for the information.

She had no further inquiries when asked. I thanked the customer for calling and wished her a good day.

\*\*\* CASE CLOSE 5/28/2008 12:59:21 PM, aperez

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N012009-06-1200329	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/12/2009 8:52:09 AM
Case Originator :	Philicia Walker (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/12/2009 9:14:54 AM
Case Owner :	Philicia Walker (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Philicia Walker (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAMS RECALLS			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 : NEW YORK, NY [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22991L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 84,000  
In Service Date : 11/13/2000  
Months In Use : 103  
Engine Number : D17A21422895  
Originating Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER  
Selling Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 208316 / HONDA OF NEW ROCHELLE  
Phone No. : 914-636-2000  
Address : 25 EAST MAIN STREET  
City / State / Zip : NEW ROCHELLE, NY 10801  
Svc District / Sls District : 05E / F05  
Warranty Labor Rate / Date : \$105.00 /  
Agent Name : Comp Ind. :

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
[REDACTED]			

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-1200329-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012009-06-1200329-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Philicia Walker	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/12/2009 9:14:36 AM
Issue Owner : Philicia Walker	Type 2 : Eligibility	Queue :	Close Date : 6/12/2009 9:14:48 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N012009-06-1200329

Case Title : [REDACTED] LOW BEAMS RECALLS

\*\*\* CASE CREATE 6/12/2009 8:52:09 AM, pwalker

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

\*\*\* CASE CAMPAIGN LOOKUP 6/12/2009 8:52:30 AM, pwalker

CAMPAIGN CHECK 06/12/2009 08:52:29 AM pwalker

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE CAMPAIGN LOOKUP 6/12/2009 8:54:59 AM, pwalker

CAMPAIGN CHECK 06/12/2009 08:54:59 AM pwalker

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE CAMPAIGN LOOKUP 6/12/2009 8:55:28 AM, pwalker

CAMPAIGN CHECK 06/12/2009 08:55:28 AM pwalker

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* NOTES 6/12/2009 9:07:35 AM, pwalker, Action Type : Call from Customer

The customers information was verified.

The customer state that he experienced a problem with the Low beams not turning on at all. and he would like to know if there are any recalls

I explained that there is one open recall regarding this concern.

I referred the customer to the dealer.

The customer understood.

\*\*\* CASE MODIFY 6/12/2009 9:13:35 AM, pwalker

into WIP default and Status of Solving.

\*\*\* CASE CREATE 6/12/2009 9:14:36 AM, pwalker

Number = N012009-06-1200329-1, Created in WIP default with due date 06/13/2009 09:14:36 AM..

\*\*\* SUBCASE N012009-06-1200329-1 CREATE 6/12/2009 9:14:36 AM, pwalker, Action Type :

Created in WIP default with due date 06/13/2009 09:14:36 AM.

\*\*\* SUBCASE N012009-06-1200329-1 MODIFY 6/12/2009 9:14:46 AM, pwalker

into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-06-1200329-1 CLOSE 6/12/2009 9:14:48 AM, pwalker

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CAMPAIGN LOOKUP 6/12/2009 9:14:51 AM, pwalker

CAMPAIGN CHECK 06/12/2009 09:14:50 AM pwalker

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

Case History

Case ID : N012009-06-1200329

Case Title : [REDACTED] - LOW BEAMS RECALLS

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE CLOSE 6/12/2009 9:14:54 AM, pwalker

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



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032008-03-0400881	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/4/2008 11:23:32 AM
Case Originator :	Jorell DelBarrio (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/4/2008 11:54:12 AM
Case Owner :	Jorell DelBarrio (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jorell DelBarrio (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY			No. of Attachments :	0		

## Site / Contact Info :

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

## Product Info :

Unit Owner :  
VIN Type / No. :  
Model / Year :  
Model ID / Product Line :  
Miles / Hours :  
In Service Date :  
Months In Use :  
Engine Number :  
Originating Dealer No. / Name :  
Selling Dealer No. / Name :  
Trim :  
No. Of Doors :  
Transmission Code :  
Exterior Color :  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

Party 1 : Not Applicable  
Party 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
N032008-03-0400881-1	CAMPA	Subcase Close	Campaign	Eligibility	Headlights

Issue Details

Issue ID : N032008-03-0400881-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jorell DelBarrio	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/4/2008 11:27:16 AM
Issue Owner : Jorell DelBarrio	Type 2 : Eligibility	Queue :	Close Date : 3/4/2008 11:54:12 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032008-03-0400881

Case Title : [REDACTED] RECALL INQUIRY

\*\*\* NOTES 3/4/2008 11:23:32 AM, jdelbarr, Action Type :

Customer contacted AHM because his headlight switch was burning and wanted to know if he was under the recall for the headlight combo switch. I verified through CRMS he is eligible for the P23 headlight combo switch safety recall.

\*\*\* CASE CREATE 3/4/2008 11:23:32 AM, jdelbarr

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

\*\*\* CASE MODIFY 3/4/2008 11:26:21 AM, jdelbarr

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 3/4/2008 11:26:27 AM, jdelbarr

CAMPAIGN CHECK 03/04/2008 11:26:27 AM jdelbarr

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE CREATE 3/4/2008 11:27:16 AM, jdelbarr

Number = N032008-03-0400881-1, Created in WIP default with due date 03/05/2008 11:27:16 AM..

\*\*\* SUBCASE N032008-03-0400881-1 CREATE 3/4/2008 11:27:16 AM, jdelbarr, Action Type :

Created in WIP default with due date 03/05/2008 11:27:16 AM.

\*\*\* SUBCASE N032008-03-0400881-1 MODIFY 3/4/2008 11:27:21 AM, jdelbarr

into WIP default and Status of Solving.

\*\*\* NOTES 3/4/2008 11:29:32 AM, jdelbarr, Action Type : Call from Customer

The customer stated he will be taking his vehicle to Mechanicsville Honda tomorrow and if he cannot get it there then Friday would be the best available time.

The customer required no further assistance and the call was ended.

\*\*\* NOTES 3/4/2008 11:30:35 AM, jdelbarr, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer will be contacting your dealer to have the following performed.

P23 headligh combo switch recall.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Jorell DelBarrio

Automobile Customer Service

\*\*\* CASE MODIFY 3/4/2008 11:30:37 AM, jdelbarr

into WIP default and Status of Solving.

\*\*\* NOTES 3/4/2008 11:54:05 AM, jdelbarr, Action Type : Note-General

This case has been reviewed by C.Chao.

**Case History**

Case ID : N032008-03-0400881

Case Title : [REDACTED] - RECALL INQUIRY

\*\*\* SUBCASE N032008-03-0400881-1 CLOSE 3/4/2008 11:54:12 AM, jdelbarr

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/4/2008 11:54:12 AM, jdelbarr

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N032007-03-2601422	Division : Honda - Auto	Condition : Closed	Open Date : 3/26/2007 12:45:10 PM
Case Originator : Christina Jarrard (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 3/26/2007 12:53:17 PM
Case Owner : Christina Jarrard (Team CE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Christina Jarrard (Team CE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMBINATION LIGHT 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 : LOS ANGELES, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM21561L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2151PW / A  
 Miles / Hours : 72,000  
 In Service Date : 02/24/2001  
 Months In Use : 73  
 Engine Number : D17A11451851  
 Originating Dealer No. / Name : 208143 / HONDA OF PASADENA  
 Selling Dealer No. / Name : 208143 / HONDA OF PASADENA  
 Trim : LX  
 No. Of Doors : 2  
 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 : 208143 / HONDA OF PASADENA  
 Phone No. : 626-683-5888  
 Address : 1965 E.FOOTHILL BLVD.  
 City / State / Zip : PASADENA, CA 91107  
 Svc District / Sls District : 01D / A01  
 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
N032007-03-2601422-1 [REDACTED] - CA	Subcase Close	Campaign	Eligibility	712	Headlights

**Issue Details**

Issue ID : N032007-03-2601422-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Christina Jarrard	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/26/2007 12:51:45 PM
Issue Owner : Christina Jarrard	Type 2 : Eligibility	Queue :	Close Date : 3/26/2007 12:53:17 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : Provided Information, 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

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report****Run Date :** 03/06/2012**Case History**

Case ID : N032007-03-2601422

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

\*\*\* CASE CREATE 3/26/2007 12:45:10 PM, cjarrard

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

\*\*\* CASE CAMPAIGN LOOKUP 3/26/2007 12:45:51 PM, cjarrard

CAMPAIGN CHECK 03/26/2007 12:45:51 PM cjarrard

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE MODIFY 3/26/2007 12:46:35 PM, cjarrard

into WIP default and Status of Solving.

\*\*\* CASE CREATE 3/26/2007 12:51:45 PM, cjarrard

Number = N032007-03-2601422-1, Created in WIP default with due date 03/27/2007 12:51:44 PM..

\*\*\* SUBCASE N032007-03-2601422-1 CREATE 3/26/2007 12:51:45 PM, cjarrard, Action Type :

Created in WIP default with due date 03/27/2007 12:51:44 PM.

\*\*\* SUBCASE N032007-03-2601422-1 MODIFY 3/26/2007 12:51:54 PM, cjarrard

into WIP default and Status of Solving.

\*\*\* NOTES 3/26/2007 12:52:32 PM, cjarrard, Action Type : Call from Customer

The customer contacted AHM to inquire about any recalls that are on his vehicle. The customer stated that he was driving the vehicle the other day and the lights just turned off and he tried to replace the bulbs but they still won't turn on. I advised the customer of safety recall 04-015 for the combination light switch. I also let him know that he had another one for the fuel hose clamps. He stated that he would take his vehicle to Honda of Pasadena for the repairs. The customer needed no further assistance at this time. I thanked the customer for calling AHM.

Contact info has been verified.

\*\*\* NOTES 3/26/2007 12:53:07 PM, cjarrard, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer may contact you concerning his combination light switch recall.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Christina Jarrard

Automobile Customer Service

\*\*\* CASE MODIFY 3/26/2007 12:53:09 PM, cjarrard

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 3/26/2007 12:53:17 PM, cjarrard

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

**Case History**

Case ID : N032007-03-2601422

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH

\*\*\* SUBCASE N032007-03-2601422-1 CLOSE 3/26/2007 12:53:17 PM, cjarrard

Status = Solving, Resolution Code = Instruction Given



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N012010-01-2501730	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/25/2010 3:08:52 PM
Case Originator :	Michael Tan (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/25/2010 3:54:22 PM
Case Owner :	Michael Tan (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Tan (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY			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 : GOLETA, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / IHGEM22531L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PBW / A  
Miles / Hours : 110,300  
In Service Date : 04/04/2001  
Months In Use : 105  
Engine Number : D17A11451911  
Originating Dealer No. / Name : 207756 / VISTA HONDA  
Selling Dealer No. / Name : 207756 / VISTA HONDA  
Trim : LX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : WH  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-2501730-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-2501730-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Tan	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2010 3:16:36 PM
Issue Owner : Michael Tan	Type 2 : Operation	Queue :	Close Date : 1/25/2010 3:16:59 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 : 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 : N012010-01-2501730

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY

\*\*\* CASE CREATE 1/25/2010 3:08:52 PM, mtan

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/25/2010 3:08:58 PM, mtan

WARRANTY CHECK 01/25/2010 03:08:57 PM mtan

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/25/2010 3:09:00 PM, mtan

CLAIM HISTORY CHECK 01/25/2010 03:09:00 PM mtan

No data found for VIN.

\*\*\* CASE CUC LOOKUP 1/25/2010 3:09:05 PM, mtan

CUC CHECK 01/25/2010 03:09:05 PM mtan

The following CUC information was found

ARLEND;MARTINEZ;EXPIRED;100000;43549;55549;2003-08-23;2008-04-04;2001-04-04;2003-08-23;2003-08-23;208287;2006-09-09;76561;2003-08-31;2003-08-25

\*\*\* CASE VSC LOOKUP 1/25/2010 3:09:05 PM, mtan

VSC CHECK 01/25/2010 03:09:05 PM mtan

The following VSC information was found

ARLENE;MARTINEZ;V001759526;H70;HONDA CERTIFIED 7/100 VSC UPSELL;EXPIRED;;2003-08-23;2008-04-03;100000;43549;208287;0.00

\*\*\* CASE CAMPAIGN LOOKUP 1/25/2010 3:11:48 PM, mtan

CAMPAIGN CHECK 01/25/2010 03:11:47 PM mtan

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/12/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-093; Q

\*\*\* CASE CAMPAIGN LOOKUP 1/25/2010 3:15:11 PM, mtan

CAMPAIGN CHECK 01/25/2010 03:15:11 PM mtan

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/12/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-093; Q

\*\*\* CASE MODIFY 1/25/2010 3:15:50 PM, mtan

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-01-2501730-1 CREATE 1/25/2010 3:16:36 PM, mtan

Created in WIP Default with Due Date 1/25/2010 3:16:36 PM.

\*\*\* SUBCASE N012010-01-2501730-1 CLOSE 1/25/2010 3:16:59 PM, mtan

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/25/2010 3:17:21 PM, mtan

Case History

Case ID : N012010-01-2501730

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL INQUIRY

into WIP default and Status of Solving.

\*\*\* NOTES 1/25/2010 3:53:48 PM, mtan, Action Type : Call from Customer

Verified the customer's information, [REDACTED]

Customer called to advise that her vehicle's low beam headlights are not functioning and she believes this can be due to the combination light switch recall which she has already taken into the dealership for inspection.

Advised customer that the issue would have to be diagnosed by a Honda dealership to confirm it is the same issue again related to the safety recall. Transferred the call to the recall department for further assistance regarding this issue.

\*\*\* CASE MODIFY 1/25/2010 3:54:07 PM, mtan

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/25/2010 3:54:22 PM, mtan

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

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report**

Run Date : 03/06/2012

**Case Details**

Case ID : N032010-01-2501748	Division : Honda - Auto	Condition : Closed	Open Date : 1/25/2010 3:17:07 PM
Case Originator : Andrew Ndungu (Team MA)	Sub Division : Satellite Center	Status : Closed	Close Date : 1/25/2010 3:24:58 PM
Case Owner : Andrew Ndungu (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Andrew Ndungu (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] P23		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 : GOLETA, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22531L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PBW / A  
Miles / Hours : 110,300  
In Service Date : 04/04/2001  
Months In Use : 105  
Engine Number : D17A11451911  
Originating Dealer No. / Name : 207756 / VISTA HONDA  
Selling Dealer No. / Name : 207756 / VISTA HONDA  
Trim : LX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : WH  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

**Current Dealer Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032010-01-2501748-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-01-2501748-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/25/2010 3:21:20 PM
Issue Owner : Andrew Ndungu	Type 2 : Eligibility	Queue :	Close Date : 1/25/2010 3:24:58 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032010-01-2501748

Case Title : XXXXXXXXXX

\*\*\* CASE CREATE 1/25/2010 3:17:07 PM, andungu

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/25/2010 3:17:09 PM, andungu

WARRANTY CHECK 01/25/2010 03:17:09 PM andungu

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/25/2010 3:17:11 PM, andungu

CLAIM HISTORY CHECK 01/25/2010 03:17:11 PM andungu

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 1/25/2010 3:17:15 PM, andungu

CAMPAIGN CHECK 01/25/2010 03:17:15 PM andungu

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/12/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-093

\*\*\* CASE VSC LOOKUP 1/25/2010 3:17:17 PM, andungu

VSC CHECK 01/25/2010 03:17:17 PM andungu

The following VSC information was found

ARLENE;MARTINEZ;V001759526;H70;HONDA CERTIFIED 7/100 VSC UPSELL;EXPIRED;;2003-08-23;2008-04-03;100000;43549;20  
8287;0.00

\*\*\* CASE CUC LOOKUP 1/25/2010 3:17:17 PM, andungu

CUC CHECK 01/25/2010 03:17:17 PM andungu

The following CUC information was found

ARLEND;MARTINEZ;EXPIRED;100000;43549;55549;2003-08-23;2008-04-04;2001-04-04;2003-08-23;2003-08-23;208287;2006-  
09-09;76561;2003-08-31;2003-08-25

\*\*\* CASE CAMPAIGN LOOKUP 1/25/2010 3:17:23 PM, andungu

CAMPAIGN CHECK 01/25/2010 03:17:23 PM andungu

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/12/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-093

\*\*\* CASE CAMPAIGN LOOKUP 1/25/2010 3:18:32 PM, andungu

CAMPAIGN CHECK 01/25/2010 03:18:32 PM andungu

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/12/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-093

\*\*\* CASE CAMPAIGN LOOKUP 1/25/2010 3:20:31 PM, andungu

Case History

Case ID : N032010-01-2501748

Case Title : [REDACTED] - P23

CAMPAIGN CHECK 01/25/2010 03:20:31 PM andungu  
The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/12/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-093

\*\*\* CASE MODIFY 1/25/2010 3:20:47 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* CASE CREATE 1/25/2010 3:21:20 PM, andungu  
Number = N032010-01-2501748-1, Created in WIP Default with due date 01/26/2010 03:21:20 PM..

\*\*\* SUBCASE N032010-01-2501748-1 CREATE 1/25/2010 3:21:20 PM, andungu, Action Type :  
Created in WIP Default with due date 01/26/2010 03:21:20 PM.

\*\*\* SUBCASE N032010-01-2501748-1 MODIFY 1/25/2010 3:21:33 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 1/25/2010 3:21:46 PM, andungu  
CAMPAIGN CHECK 01/25/2010 03:21:46 PM andungu  
The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/12/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-093

\*\*\* CASE MODIFY 1/25/2010 3:24:03 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* NOTES 1/25/2010 3:24:54 PM, andungu, Action Type : Call from Customer

Customer called back in stating that her headlights would not turn on in the low beam position but were working the high beam position. She stated that her vehicle was experiencing the same symptoms as her recall had stated earlier however she had it completed. I advised her that she can still take it in to a Honda dealership for the concern and if it was related to the recall, AHM would repair the issue.

I also advised her about her pending airbag inflator and civic fuel hose clamp recalls on the vehicle. I also advised her regarding her OPDS warranty extension.

Customer understood the information. I thanked the customer for calling AHM and encouraged the customer to call back in case they had any issues the future. Customer then ended the call after declining further assistance.

I updated customer's address and telephone number

\*\*\* CASE MODIFY 1/25/2010 3:24:55 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* SUBCASE N032010-01-2501748-1 CLOSE 1/25/2010 3:24:58 PM, andungu  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/25/2010 3:24:58 PM, andungu  
Status = Closed, Resolution Code = Instruction Given, State = Open



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N012009-09-1401184	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/14/2009 10:44:07 AM
Case Originator :	Mary Stapleton (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/14/2009 10:48:52 AM
Case Owner :	Mary Stapleton (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Mary Stapleton (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - LOW BEAM			No. of Attachments :	0		

## Site / Contact Info :

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

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM225X1D [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PBW / A  
Miles / Hours : 89,200  
In Service Date : 12/05/2000  
Months In Use : 105  
Engine Number : D17A11453992  
Originating Dealer No. / Name : 207992 / O'DONNELL HONDA  
Selling Dealer No. / Name : 207992 / O'DONNELL HONDA  
Trim : LX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA &  
Phone No. : 410-553-8014  
Address : 7160 RITCHIE HIGHWAY  
City / State / Zip : GLEN BURNIE, MD 21061  
Svc District / Sls District : 06F / B06  
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
N012009-09-1401184-1 [REDACTED]	PRO Subcase Close	Product	Operation	712	Headlights
N012009-09-1401184-2 [REDACTED]	PRO Subcase Close	Product	Change Owner/Info		

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012009-09-1401184-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2009 10:46:20 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 9/14/2009 10:46:39 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  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-09-1401184-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2009 10:48:35 AM
Issue Owner : Mary Stapleton	Type 2 : Change Owner/Info	Queue :	Close Date : 9/14/2009 10:48:49 AM
Issue Title : [REDACTED]	PRODUCT - CHANGE OWNER/INFO		

**Coding Info :**

Labor Code / Desc : /  
Condition Code Desc  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Updated Information  
Component Category : NA - Please Specify  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-1401184

Case Title : [REDACTED] LOW BEAM

\*\*\* CASE CREATE 9/14/2009 10:44:07 AM, mstaplet

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/14/2009 10:44:09 AM, mstaplet

WARRANTY CHECK 09/14/2009 10:44:08 AM mstaplet

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/14/2009 10:44:12 AM, mstaplet

CLAIM HISTORY CHECK 09/14/2009 10:44:12 AM mstaplet

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/14/2009 10:44:18 AM, mstaplet

CAMPAIGN CHECK 09/14/2009 10:44:18 AM mstaplet

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/23/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-

\*\*\* CASE VSC LOOKUP 9/14/2009 10:44:24 AM, mstaplet

VSC-CUC CHECK 09/14/2009 10:44:24 AM mstaplet

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/14/2009 10:45:17 AM, mstaplet

CAMPAIGN CHECK 09/14/2009 10:45:16 AM mstaplet

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/23/05; FX;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;  
08-

\*\*\* CASE VSC LOOKUP 9/14/2009 10:45:19 AM, mstaplet

VSC-CUC CHECK 09/14/2009 10:45:18 AM mstaplet

No data found for VIN.

\*\*\* SUBCASE N012009-09-1401184-1 CREATE 9/14/2009 10:46:20 AM, mstaplet

Created in WIP Default with Due Date 9/14/2009 10:46:20 AM.

\*\*\* SUBCASE N012009-09-1401184-1 CLOSE 9/14/2009 10:46:39 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 9/14/2009 10:48:20 AM, mstaplet, Action Type : Call from Customer

Updated the owner information.

The customers called regarding low beam headlights.

The customer said the low beam headlights are out and wanted to know if there was a recall for this issue.

I explained there are no recalls on his VIN for the low beam headlights.

The customer understood and requested no further assistance.

\*\*\* SUBCASE N012009-09-1401184-2 CREATE 9/14/2009 10:48:35 AM, mstaplet

**Case History**

Case ID : N012009-09-1401184

Case Title : [REDACTED] LOW BEAM

Created in WIP Default with Due Date 9/14/2009 10:48:35 AM.

\*\*\* SUBCASE N012009-09-1401184-2 CLOSE 9/14/2009 10:48:49 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/14/2009 10:48:52 AM, mstaplet

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N032004-05-1800825	Division : Honda - Auto	Condition : Closed	Open Date : 5/18/2004 11:21:01 AM
Case Originator : Gabriel Quiroga (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/18/2004 11:33:42 AM
Case Owner : Gabriel Quiroga (Team CE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Gabriel Quiroga (Team CE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT	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 : TAYLORS, SC [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM22981L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2291JW / A  
 Miles / Hours : 73,000  
 In Service Date : 12/30/2000  
 Months In Use : 41  
 Engine Number : D17A21426123  
 Originating Dealer No. / Name : 207569 / DICK BROOKS HONDA OF GREER  
 Selling Dealer No. / Name : 207569 / DICK BROOKS HONDA OF GREER  
 Trim : EX SSRS  
 No. Of Doors : 2  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 207569 / DICK BROOKS HONDA OF GREER  
 Phone No. : 864-877-9090  
 Address : 14100 EAST WADE HAMPTO  
 City / State / Zip : GREER, SC 29651  
 Svc District / Sls District : 06J / D06  
 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
N032004-05-1800825-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-05-1800825-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Gabriel Quiroga	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/18/2004 11:32:50 AM
Issue Owner : Gabriel Quiroga	Type 2 : Eligibility	Queue :	Close Date : 5/18/2004 11:33:42 AM
Issue Title : [REDACTED]	- CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : 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 : N032004-05-1800825

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT

\*\*\* CASE CREATE 5/18/2004 11:21:01 AM, gquiroga

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

\*\*\* NOTES 5/18/2004 11:21:02 AM, gquiroga, Action Type :

Customer calling regarding recall.

\*\*\* CASE MODIFY 5/18/2004 11:23:05 AM, gquiroga

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/18/2004 11:25:02 AM, gquiroga

into WIP default and Status of Solving.

\*\*\* NOTES 5/18/2004 11:30:04 AM, gquiroga, Action Type : Call from Customer

Customer calling regarding Combination Light Switch Recall notice she received. Customer is indicating that in 2002, her headlights went out and had them replaced at Dick Brook Honda, and paid an invoice dated June 6, 2002 of \$681.02. Customer is requesting reimbursement for vehicle. Referring to Phigar Williams team for review. I also informed customer to fax copy of invoice and fax to 909-664-9009, customer understood, is satisfied and thanked me for my time and information.

\*\*\* CASE MODIFY 5/18/2004 11:30:09 AM, gquiroga

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 5/18/2004 11:30:30 AM, gquiroga

CAMPAIGN CHECK 05/18/2004 11:30:30 AM gquiroga

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* SUBCASE N032004-05-1800825-1 CREATE 5/18/2004 11:32:50 AM, gquiroga

Created in WIP Default with Due Date 5/18/2004 11:32:50 AM.

\*\*\* CASE MODIFY 5/18/2004 11:33:36 AM, gquiroga

into WIP default and Status of Solving.

\*\*\* SUBCASE N032004-05-1800825-1 CLOSE 5/18/2004 11:33:42 AM, gquiroga

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/18/2004 11:33:42 AM, gquiroga

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N012011-07-1200189 Division : Honda - Auto Condition : Closed Open Date : 7/12/2011 7:30:07 AM  
Case Originator : Loretta Noble (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 7/12/2011 7:43:03 AM  
Case Owner : Loretta Noble (Team HF) Method : Dealer Referred Queue : Days Open : 0  
Last Closed By : Loretta Noble (Team HF) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] HEADLIGHT COMPLAINT No. of Attachments : 0

## Site / Contact Info :

Site Name : [REDACTED]  
Dealer No. : [REDACTED]  
Site Phone No. : [REDACTED]  
Contact Name : [REDACTED]  
Day Phone No. : [REDACTED]  
Evening Phone No. : [REDACTED]  
Cell / Pager No. : [REDACTED]  
Fax No. : ( ) - [REDACTED]  
Address : [REDACTED]  
City / State / Zip : RIALTO, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22521 [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 172,000  
In Service Date : 12/12/2000  
Months In Use : 127  
Engine Number : D17A11458351  
Originating Dealer No. / Name : 208100 / HONDA OF HAYWARD  
Selling Dealer No. / Name : 208100 / HONDA OF HAYWARD  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 208321 / ROCK HONDA  
Phone No. : 909-770-8400  
Address : 16570 SOUTH HIGHLAND A  
City / State / Zip : FONTANA, CA 92336  
Svc District / Sls District : 01B / D01  
Warranty Labor Rate / Date : \$106.00 /  
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
N012011-07-1200189-1 / [REDACTED]	PRO Subcase Close	Product	Operation	712	Headlights



**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report****Run Date :** 03/06/2012**Issue Details**

Issue ID : N012011-07-1200189-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 7/12/2011 7:42:41 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 7/12/2011 7:43:02 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 : Forward to Call Ctr  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-1200189

Case Title : [REDACTED] - HEADLIGHT COMPLAINT

\*\*\* CASE CREATE 7/12/2011 7:30:07 AM, Inoble

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

\*\*\* NOTES 7/12/2011 7:42:11 AM, Inoble, Action Type : Call from Customer

updated customer's info

best contact [REDACTED]

## DEALER REFERRED

Customer stated about a week ago when he turned the headlights on the low beams didn't work. Customer stated he took the vehicle to Rock Honda (doesn't remember who he spoke with) stated it was probably the combination switch and wants to charge the customer \$106 for the diagnosis fee plus the cost of the repair since the recall was already performed on the vehicle. Customer stated he did have the SB 04-015 fixed on 9/20/2008. Customer stated the dealership advised him that he would need to contact AHM and provided him with the number because the customer felt like it should still be covered under the recall

ACS advised the customer that AHM will cover the cost for the repair under the recall but he would have to pay for the diagnosis fee. ACS advised the customer that I would transfer him to our recall dept for further assistance.

customer understood case transferred to Chino

\*\*\* SUBCASE N012011-07-1200189-1 CREATE 7/12/2011 7:42:41 AM, Inoble

Created in WIP Default with Due Date 7/12/2011 7:42:41 AM.

\*\*\* SUBCASE N012011-07-1200189-1 CLOSE 7/12/2011 7:43:02 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/12/2011 7:43:03 AM, Inoble

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032008-09-1900300	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/19/2008 8:10:16 AM
Case Originator :	Arlene Garcia (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/19/2008 8:26:01 AM
Case Owner :	Arlene Garcia (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Arlene Garcia (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	05C- [REDACTED] - COMBINATION LIGHT SWITCH RECALL	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 : STATEN ISLAND, NY [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22561L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 105,000  
In Service Date : 01/12/2001  
Months In Use : 92  
Engine Number : D17A11458646  
Originating Dealer No. / Name : 207449 / DCH KAY HONDA  
Selling Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND  
Phone No. : 718-720-1100  
Address : 1232 HYLAN BLVD.  
City / State / Zip : STATEN ISLAND, NY 10305  
Svc District / Sls District : 05C / A05  
Warranty Labor Rate / Date : \$95.00 /  
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
N032008-09-1900300-1 / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-09-1900300-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlene Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/19/2008 8:23:48 AM
Issue Owner : Arlene Garcia	Type 2 : Eligibility	Queue :	Close Date : 9/19/2008 8:26:01 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Cold  
Resolutions : 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 : N032008-09-1900300

Case Title : 05C- [REDACTED] - COMBINATION LIGHT SWITCH RECALL

\*\*\* CASE CREATE 9/19/2008 8:10:16 AM, agarcia2

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

\*\*\* NOTES 9/19/2008 8:12:27 AM, agarcia2, Action Type : Call from Customer

Added the customer's name, address and phone number [REDACTED]

The customer stated the low beams do not work in the vehicle and wants to know if the vehicle is affected by the combination light switch recall. I advised the customer the vehicle is affected by the recall. I advised the customer they may contact any authorized Honda dealership to have the recall performed. The customer may contact HONDA OF STATEN ISLAND and I provided the number. No further assistance was needed and call ended.

\*\*\* CASE MODIFY 9/19/2008 8:12:31 AM, agarcia2

into WIP default and Status of Solving.

\*\*\* CASE CREATE 9/19/2008 8:23:48 AM, agarcia2

Number = N032008-09-1900300-1, Created in WIP default with due date 09/20/2008 08:23:48 AM..

\*\*\* SUBCASE N032008-09-1900300-1 CREATE 9/19/2008 8:23:48 AM, agarcia2, Action Type :

Created in WIP default with due date 09/20/2008 08:23:48 AM.

\*\*\* SUBCASE N032008-09-1900300-1 MODIFY 9/19/2008 8:23:52 AM, agarcia2

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/19/2008 8:23:59 AM, agarcia2

into WIP default and Status of Solving.

\*\*\* NOTES 9/19/2008 8:25:05 AM, agarcia2, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the catalytic converter shield. The customer stated he had the part replaced a few months ago at your dealership and wanted to know if Honda Care should have covered the part. I advised the customer to contact Honda Care.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Arlene Garcia

Automobile Customer Service

\*\*\* NOTES 9/19/2008 8:25:55 AM, agarcia2, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding combination light switch recall. The customer may contact your dealership to have the recall performed.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Arlene Garcia

**Case History**

Case ID : N032008-09-1900300

Case Title : 05C- [REDACTED] COMBINATION LIGHT SWITCH RECALL

Automobile Customer Service

\*\*\* SUBCASE N032008-09-1900300-1 CLOSE 9/19/2008 8:26:01 AM, agarcia2

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/19/2008 8:26:01 AM, agarcia2

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

Case Details

Case ID :	N012011-08-0500199	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/5/2011 7:34:51 AM
Case Originator :	Daniel Wentz (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/5/2011 7:44:14 AM
Case Owner :	Daniel Wentz (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Daniel Wentz (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - LOW BEAM HEADLIGHTS NOT WORKING			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 : SARTELL, MN [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21531L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours : 131,000  
In Service Date : 08/10/2001  
Months In Use : 120  
Engine Number : D17A11460377  
Originating Dealer No. / Name : 207116 / HONDA HOUSE  
Selling Dealer No. / Name : 207116 / HONDA HOUSE  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 5MT  
Exterior Color : YE  
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
N012011-08-0500199-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012011-08-0500199-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daniel Wentz	Type 1 : Product	Status : Subcase Close	Open Date : 8/5/2011 7:44:06 AM
Issue Owner : Daniel Wentz	Type 2 : Operation	Queue :	Close Date : 8/5/2011 7:44:14 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 : 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 : N012011-08-0500199

Case Title : [REDACTED] LOW BEAM HEADLIGHTS NOT WORKING

\*\*\* CASE CREATE 8/5/2011 7:34:51 AM, dwentz01

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

\*\*\* CASE MODIFY 8/5/2011 7:39:23 AM, dwentz01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/5/2011 7:41:19 AM, dwentz01

into WIP default and Status of Solving.

\*\*\* NOTES 8/5/2011 7:43:26 AM, dwentz01, Action Type : Call from Customer

Updated customer information

Best contact phone number is: [REDACTED]

Customer contacted AHM to state that her low beam headlights are not working. Customer was advised taht there was a recall on that issue that was already performed, and was referred to bring her vehicle to a local Honda dealership for further assistance.

\*\*\* SUBCASE N012011-08-0500199-1 CREATE 8/5/2011 7:44:06 AM, dwentz01

Created in WIP Default with Due Date 8/5/2011 7:44:06 AM.

\*\*\* SUBCASE N012011-08-0500199-1 CLOSE 8/5/2011 7:44:14 AM, dwentz01

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/5/2011 7:44:14 AM, dwentz01

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032011-08-1503040	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/15/2011 2:17:48 PM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/15/2011 2:21:10 PM
Case Owner :	Priscilla Samaniego (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Priscilla Samaniego (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] P23			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 : SARTELL, MN [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21531L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours :  
In Service Date : 08/10/2001  
Months In Use : 120  
Engine Number : D17A11460377  
Originating Dealer No. / Name : 207116 / HONDA HOUSE  
Selling Dealer No. / Name : 207116 / HONDA HOUSE  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 5MT  
Exterior Color : YE  
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
N032011-08-1503040-1 / [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-08-1503040-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/15/2011 2:20:47 PM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 8/15/2011 2:21:10 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032011-08-1503040

Case Title : [REDACTED] P23

\*\*\* CASE CREATE 8/15/2011 2:17:48 PM, psamanie

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

\*\*\* NOTES 8/15/2011 2:20:32 PM, psamanie, Action Type : Call from Customer

The customer called stating that her vehicle was diagnosed for a low beam headlight issue. The customer stated that she would like it documented that the problem was the same as P23. The customer advised that the repair was covered at the dealer. I advised that it was documented. There were no further questions.

The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

\*\*\* CASE MODIFY 8/15/2011 2:20:38 PM, psamanie

into WIP default and Status of Solving.

\*\*\* CASE CREATE 8/15/2011 2:20:47 PM, psamanie

Number = N032011-08-1503040-1, Created in WIP default with due date 08/16/2011 02:20:47 PM..

\*\*\* SUBCASE N032011-08-1503040-1 CREATE 8/15/2011 2:20:47 PM, psamanie, Action Type :

Created in WIP default with due date 08/16/2011 02:20:47 PM.

\*\*\* CASE MODIFY 8/15/2011 2:21:07 PM, psamanie

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 8/15/2011 2:21:10 PM, psamanie

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

\*\*\* SUBCASE N032011-08-1503040-1 CLOSE 8/15/2011 2:21:10 PM, psamanie

Status = Solving, Resolution Code = Instruction Given

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N012010-10-2700771 Division : Honda - Auto Condition : Closed Open Date : 10/27/2010 10:36:57  
Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/27/2010 10:47:24  
Case Owner : Marlisha Youngblood (Team HA) Method : Phone Queue : Days Open : 0  
Last Closed By : Marlisha Youngblood (Team HA) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] - HEADLIGHT FAIL COMPLAINT No. of Attachments : 0

## Site / Contact Info :

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

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21521L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours : 129,000  
In Service Date : 12/17/2000  
Months In Use : 118  
Engine Number : D17A11461156  
Originating Dealer No. / Name : 207451 / MARIN HONDA  
Selling Dealer No. / Name : 207451 / MARIN HONDA  
Trim : LX  
No. Of Doors : 2  
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 : 206890 / AUTOWEST HONDA FREMONT  
Phone No. : 510-445-5300  
Address : 5780 CUSHING PARKWAY  
City / State / Zip : FREMONT, CA 94538  
Svc District / Sls District : 12F / B12  
Warranty Labor Rate / Date : \$138.00 /  
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
N012010-10-2700771-1 / [REDACTED] - CAMPA	Subcase Close	Campaign	Eligibility	712	Headlights

**Issue Details**

Issue ID : N012010-10-2700771-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/27/2010 10:44:04
Issue Owner : Marlisha Youngblood	Type 2 : Eligibility	Queue :	Close Date : 10/27/2010 10:44:37
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Medium  
Resolutions : Provided Information, 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 : N012010-10-2700771

Case Title : [REDACTED] - HEADLIGHT FAIL COMPLAINT

\*\*\* CASE CREATE 10/27/2010 10:36:57 AM, myyoungbl

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/27/2010 10:38:11 AM, myyoungbl

WARRANTY CHECK 10/27/2010 10:38:10 AM myyoungbl

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 10/27/2010 10:38:13 AM, myyoungbl

CLAIM HISTORY CHECK 10/27/2010 10:38:13 AM myyoungbl

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 10/27/2010 10:38:21 AM, myyoungbl

CAMPAIGN CHECK 10/27/2010 10:38:21 AM myyoungbl

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/22/04; FX;

\*\*\* CASE VSC LOOKUP 10/27/2010 10:38:24 AM, myyoungbl

VSC CHECK 10/27/2010 10:38:23 AM myyoungbl

The following VSC information was found

SUSAN;BERRYESSA;V001772396;H70;HONDA CERTIFIED 7/100 VSC UPSELL;EXPIRED;;2003-09-01;2007-12-16;100000;33332;207451;0.00

\*\*\* CASE CUC LOOKUP 10/27/2010 10:38:24 AM, myyoungbl

CUC CHECK 10/27/2010 10:38:24 AM myyoungbl

The following CUC information was found

SUSAN;BERRYESSA;EXPIRED;100000;33332;48000;2003-12-17;2007-12-17;;2003-09-01;2003-09-01;207451;;0;2003-09-30;2003-09-09

\*\*\* CASE CAMPAIGN LOOKUP 10/27/2010 10:41:25 AM, myyoungbl

CAMPAIGN CHECK 10/27/2010 10:41:25 AM myyoungbl

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/22/04; FX;

\*\*\* CASE CREATE 10/27/2010 10:44:04 AM, myyoungbl

Number = N012010-10-2700771-1, Created in WIP default with due date 10/28/2010 10:44:03 AM..

\*\*\* SUBCASE N012010-10-2700771-1 CREATE 10/27/2010 10:44:04 AM, myyoungbl, Action Type :

Created in WIP default with due date 10/28/2010 10:44:03 AM.

\*\*\* SUBCASE N012010-10-2700771-1 MODIFY 10/27/2010 10:44:30 AM, myyoungbl

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-10-2700771-1 CLOSE 10/27/2010 10:44:37 AM, myyoungbl

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CAMPAIGN LOOKUP 10/27/2010 10:44:40 AM, myyoungbl

CAMPAIGN CHECK 10/27/2010 10:44:39 AM myyoungbl

Case History

Case ID : N012010-10-2700771

Case Title : [REDACTED] HEADLIGHT FAIL COMPLAINT

The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/22/04; FX;

\*\*\* NOTES 10/27/2010 10:45:32 AM, myoungbl, Action Type : Call from Customer

Verified Customer ☐ s Info.

Best Contact # [REDACTED]

Probing questions: Customer states that his head lights went out. Customer states that he heard there was a recall for this issue, but the dealer states that they already fixed the issue. Customer would like to know if the dealer can fix the issue a second time and if he has to pay for the diagnosis fee.

ACS informed customer that his concerns are documented and because the issue was already fixed on his car it cannot be fixed a second time under the safety recall.  
ACS informed customer that he is responsible for the diagnosis charge.

Customer needed no further assistance.

Case Closed.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/27/2010 10:47:03 AM, myoungbl

WARRANTY CHECK 10/27/2010 10:47:02 AM myoungbl

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 10/27/2010 10:47:05 AM, myoungbl

CLAIM HISTORY CHECK 10/27/2010 10:47:05 AM myoungbl

No data found for VIN.

\*\*\* CASE VSC LOOKUP 10/27/2010 10:47:08 AM, myoungbl

VSC CHECK 10/27/2010 10:47:08 AM myoungbl

The following VSC information was found

SUSAN;BERRYESSA;V001772396;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;EXPIRED;;2003-09-01;2007-12-16;100000;33332;207451;0.00

\*\*\* CASE CUC LOOKUP 10/27/2010 10:47:08 AM, myoungbl

CUC CHECK 10/27/2010 10:47:08 AM myoungbl

The following CUC information was found

SUSAN;BERRYESSA;EXPIRED;100000;33332;48000;2003-12-17;2007-12-17;;2003-09-01;2003-09-01;207451;;0;2003-09-30;2003-09-09

\*\*\* CASE MODIFY 10/27/2010 10:47:17 AM, myoungbl

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 10/27/2010 10:47:24 AM, myoungbl

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



## Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012010-04-0800008	Division : Honda - Auto	Condition : Closed	Open Date : 4/8/2010 6:07:08 AM
Case Originator : NaKya Jai (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/8/2010 12:50:35 PM
Case Owner : NaKya Jai (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : 04H [REDACTED] HEAD LIGHT SWITCH RECALL	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 : WESTLAKE, OH [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22531L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 90,000  
In Service Date : 03/07/2001  
Months In Use : 109  
Engine Number : D17A11461295  
Originating Dealer No. / Name : 208061 / JACK MATIA HONDA  
Selling Dealer No. / Name : 208061 / JACK MATIA HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208061 / JACK MATIA HONDA  
Phone No. : 440-366-5501  
Address : 823 LEONA STREET  
City / State / Zip : ELYRIA, OH 44035  
Svc District / Sls District : 04H / C04  
Warranty Labor Rate / Date : \$80.00 /  
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.
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Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-04-0800008-1 / [REDACTED] CAMPAIG	Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N012010-04-0800008-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/8/2010 12:49:50 PM
Issue Owner : NaKya Jai	Type 2 : Details	Queue :	Close Date : 4/8/2010 12:50:23 PM
Issue Title : [REDACTED] - CAMPAIGN - DETAILS			

**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, 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 : N012010-04-0800008

Case Title : 04H- [REDACTED] - HEAD LIGHT SWITCH RECALL

\*\*\* CASE CREATE 4/8/2010 6:07:08 AM, jnakya

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

\*\*\* CASE CAMPAIGN LOOKUP 4/8/2010 6:07:54 AM, jnakya

CAMPAIGN CHECK 04/08/2010 06:07:53 AM jnakya

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE CAMPAIGN LOOKUP 4/8/2010 6:11:11 AM, jnakya

CAMPAIGN CHECK 04/08/2010 06:11:11 AM jnakya

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* NOTES 4/8/2010 6:16:45 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding head light switch

The customer indicated that he is calling regarding his kids vehicle surrounding the head light which has gone out and he would like to replace the component. The customer stated that he tried replaced both bulbs but the headlights still don't work. The customer stated that he researched the concern on-line and seen that there is a safety recall for this component. The customer stated that he would like to know if the recall was preformed on his vehicle.

ACS informed the customer that there a Safety Recall: Combination Light Switch Service Bulletin #04-015 which this concern was never performed.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

**Recommendation**

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.

<<https://www.ahm-ownerlink.com>>

ACS offered to walk the customer through the website the customer accepted.

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 CLAIMS LOOKUP 4/8/2010 6:17:02 AM, jnakya

CLAIM HISTORY CHECK 04/08/2010 06:17:02 AM jnakya

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 4/8/2010 6:17:07 AM, jnakya

CAMPAIGN CHECK 04/08/2010 06:17:06 AM jnakya

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

Case History

Case ID : N012010-04-0800008

Case Title : 04H [REDACTED] HEAD LIGHT SWITCH RECALL

\*\*\* CASE MODIFY 4/8/2010 6:17:20 AM, jnakya  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/8/2010 6:17:24 AM, jnakya  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/8/2010 6:38:17 AM, jnakya  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-04-0800008-1 CREATE 4/8/2010 12:49:50 PM, jnakya  
Created in WIP Default with Due Date 4/8/2010 12:49:50 PM.

\*\*\* SUBCASE N012010-04-0800008-1 CLOSE 4/8/2010 12:50:23 PM, jnakya  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 4/8/2010 12:50:33 PM, jnakya  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 4/8/2010 12:50:35 PM, jnakya  
Status = Closed, Resolution Code = Instruction Given, State = Open

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032010-02-1600390	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/16/2010 8:32:50 AM
Case Originator :	Ashley Humble (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/9/2010 1:22:47 PM
Case Owner :	Ronald Garay (Team CC)	Method :	Phone	Queue :		Days Open :	21
Last Closed By :	Ronald Garay (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	07N - [REDACTED]	COMBINATION LIGHT SWITCH RECALL REIMBU 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 : HOMESTEAD, FL [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22561L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 149,995  
In Service Date : 11/29/2000  
Months In Use : 111  
Engine Number : D17A11461413  
Originating Dealer No. / Name : 207265 / SOUTH MOTORS HONDA  
Selling Dealer No. / Name : 207265 / SOUTH MOTORS HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 207265 / SOUTH MOTORS HONDA  
Phone No. : 305-256-2250  
Address : 16165 S. DIXIE HWY  
City / State / Zip : MIAMI, FL 33157  
Svc District / Sls District : 07N / C07  
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 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
N032010-02-1600390-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032010-02-1600390-2 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032010-02-1600390-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/16/2010 8:45:04 AM
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 2/16/2010 8:45:23 AM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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

## Spool Report

Run Date : 03/06/2012

## Issue Details

Issue ID : N032010-02-1600390-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ronald Garay	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/17/2010 8:58:40 AM
Issue Owner : Ronald Garay	Type 2 : Financial Assistance	Queue :	Close Date : 3/9/2010 1:22:47 PM
Issue Title : [REDACTED] CAMPAIGN - FINANCIAL ASSISTANCE			

## Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITC  
Condition Code Desc Any 7280  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Cold  
Resolutions : Assist - AHM 100%, CR Generated Gdwill, 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
35255-S5A-A01	SWITCH ASSY.	Not Applicable

## Check Req Info :

Check Requisition No. : 2396  
Primary Amount : \$255.81  
Incidental Type 1 / Amount : Not Applicable / \$0.00  
Incidental Type 2 / Amount : Not Applicable / \$0.00  
Total Amount : \$255.81  
Approved By : rdabb  
Approval Date : 3/4/2010 2:29:29  
Status : PROCESSED  
Check No. : 1846906  
Check Date : 3/5/2010

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : [REDACTED]  
Campaign Template # :  
Contention Code : P2300  
Defect Code : 5CN00  
Category : Regular  
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032010-02-1600390

Case Title : 07N - [REDACTED] - COMBINATION LIGHT SWITCH RECALL REIMBURSEME

\*\*\* CASE CREATE 2/16/2010 8:32:50 AM, ahumble

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/16/2010 8:33:42 AM, ahumble

WARRANTY CHECK 02/16/2010 08:33:42 AM ahumble

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/16/2010 8:33:45 AM, ahumble

CLAIM CHECK 02/16/2010 08:33:45 AM ahumble

The following Claim History information was found

0; 2009-09-12; 207265; 219423; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B# 92-012 07&gt; CR-V CHANGED TO 0.4 PER TIME STUDY.

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2010 8:33:48 AM, ahumble

CAMPAIGN CHECK 02/16/2010 08:33:48 AM ahumble

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 09/17/09; FX;

\*\*\* CASE VSC LOOKUP 2/16/2010 8:33:49 AM, ahumble

VSC-CUC CHECK 02/16/2010 08:33:49 AM ahumble

No data found for VIN.

\*\*\* CASE MODIFY 2/16/2010 8:35:26 AM, ahumble

into WIP default and Status of Solving.

\*\*\* NOTES 2/16/2010 8:44:20 AM, ahumble, Action Type : Call from Customer

I verified the customer's contact information [REDACTED]

Customer was transferred from Product Concerns, refer to Case N012010-02-1600349.

The customer states that she had to pay to replace her combination light switch at South Motors Honda in 2008. She states that it failed again in 2009 but it was covered under the recall. The customer states that she had to pay \$255.81 for repair and would like to request reimbursement. The customer states that her headlights war working fine now. The customer states that this is her first Honda vehicle. She states that she does not visit a Honda dealer for maintenance. The customer states that she paid credit card for this repair.

I advised the customer that she can submit for reimbursement but I cannot guarantee that she will be reimbursed. I advised her that all cases are reviewed on a case by case basis. I advised her that she will need to submit a copy of her invoice and proof of payment for the repair (credit card statement). She states that this was 2 years ago. She states that she doesn't have a credit card statement. I advised her that she can try calling her bank or credit card company for a copy, or if she uses online banking, she can print it out from there. She states that the credit card company changed companies at one point and she doesn't even know if she has that credit card anymore. She states that this is not her fault, this is something out of her control. I advised her that she can submit what she has, but I can advise her that they will need proof of payment. I advised her once we received her documents, a CM will contact her within 24-48 business hours. She understood.

I provided the fax number to submit her documents 909-664-9009. I provided her with the case number to reference on her documents. I asked her if there was anything else I can assist her with. She asked, if they reject her, if she can fight it. I advised her I really do not know the process in that department, but if that should happen she would need to speak with her CM about that. The customer understood. I thanked her for calling American Honda and we ended



Case History

Case ID : N032010-02-1600390

Case Title : 07N - [REDACTED] - COMBINATION LIGHT SWITCH RECALL REIMBURSEME

the call.

Customer is in the process of submitting the required documents to request reimbursement for a repair that she feels is regarding the Combination Light Switch Recall.

\*\*\* CASE MODIFY 2/16/2010 8:44:36 AM, ahumble  
into WIP default and Status of Solving.

\*\*\* CASE CREATE 2/16/2010 8:45:04 AM, ahumble  
Number = N032010-02-1600390-1, Created in WIP default with due date 02/17/2010 08:45:04 AM..

\*\*\* SUBCASE N032010-02-1600390-1 CREATE 2/16/2010 8:45:04 AM, ahumble, Action Type :  
Created in WIP default with due date 02/17/2010 08:45:04 AM.

\*\*\* SUBCASE N032010-02-1600390-1 MODIFY 2/16/2010 8:45:08 AM, ahumble  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/16/2010 8:45:20 AM, ahumble  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-02-1600390-1 CLOSE 2/16/2010 8:45:23 AM, ahumble  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/16/2010 8:45:23 AM, ahumble  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 2/17/2010 8:51:19 AM, rgaray  
with Condition of Open and Status of Solving.

\*\*\* NOTES 2/17/2010 8:51:51 AM, rgaray, Action Type : Note-General  
This case is being reopened to address the customer's reimbursement request since an N01 was dispatched instead of this case.

\*\*\* CASE DISPATCH 2/17/2010 8:51:58 AM, rgaray  
from WIP default to Queue Chino Team CA.

\*\*\* CASE YANKED 2/17/2010 8:52:00 AM, rgaray  
Yanked by rgaray into WIPbin default.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/17/2010 8:52:07 AM, rgaray  
WARRANTY CHECK 02/17/2010 08:52:07 AM rgaray  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/17/2010 8:52:11 AM, rgaray  
CLAIM CHECK 02/17/2010 08:52:11 AM rgaray  
The following Claim History information was found  
0; 2009-09-12; 207265; 219423; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#  
92-012 07> CR-V CHANGED TO 0.4 PER TIME STUDY.

\*\*\* CASE CAMPAIGN LOOKUP 2/17/2010 8:52:15 AM, rgaray  
CAMPAIGN CHECK 02/17/2010 08:52:15 AM rgaray  
The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

Case History

Case ID : N032010-02-1600390

Case Title : 07N - [REDACTED] COMBINATION LIGHT SWITCH RECALL REIMBURSEME

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 09/17/09; FX;

\*\*\* CASE VSC LOOKUP 2/17/2010 8:52:15 AM, rgaray

VSC-CUC CHECK 02/17/2010 08:52:15 AM rgaray

No data found for VIN.

\*\*\* NOTES 2/17/2010 8:55:24 AM, rgaray, Action Type : Note-General

The customer has an open recall per S/B #01-059 for Safety Recall: Civic Fuel Fill Hose Clamps

\*\*\* CASE CREATE 2/17/2010 8:58:40 AM, rgaray

Number = N032010-02-1600390-2, Created in WIP default with due date 02/18/2010 08:58:40 AM..

\*\*\* SUBCASE N032010-02-1600390-2 CREATE 2/17/2010 8:58:40 AM, rgaray, Action Type :

Created in WIP default with due date 02/18/2010 08:58:40 AM.

\*\*\* SUBCASE N032010-02-1600390-2 MODIFY 2/17/2010 8:58:52 AM, rgaray

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/17/2010 8:59:49 AM, rgaray

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/17/2010 8:59:58 AM, rgaray

into WIP default and Status of Solving.

\*\*\* NOTES 2/17/2010 9:01:58 AM, rgaray, Action Type : Call to Customer

I called the daytime number and left a message. I introduced myself as the case manager assigned to her reimbursement request. I provided my contact information along with work hours. Call ended.

\*\*\* COMMIT 2/17/2010 9:02:08 AM, rgaray, Action Type : N/A

documents received yet? - P23

\*\*\* CASE MODIFY 2/17/2010 9:02:25 AM, rgaray

into WIP default and Status of Solving.

\*\*\* NOTES 2/17/2010 2:25:21 PM, rgaray, Action Type : Call from Customer

I received a message from the customer returning my call. Call ended.

\*\*\* CASE FULFILL 2/17/2010 2:25:24 PM, rgaray

Fulfilled for [REDACTED] due 02/19/2010 12:00:00 AM.

\*\*\* COMMIT 2/17/2010 2:25:30 PM, rgaray, Action Type : N/A

call customer and request docs - P23

\*\*\* CASE MODIFY 2/17/2010 2:25:46 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* NOTES 2/18/2010 2:09:05 PM, rgaray, Action Type : Call to Customer

I reached the customer on the daytime number and introduced myself as the case manager assigned to her reimbursement request. I inquired if she will be faxing the documents soon and she stated she is waiting for her copy of the credit card statement to complete her proof of payment. I confirmed she has my contact information and invited her to give me a call back once the documents are ready. Call ended.

\*\*\* CASE FULFILL 2/18/2010 2:09:09 PM, rgaray

Fulfilled for [REDACTED] due 02/18/2010 12:00:00 AM.

Case History

Case ID : N032010-02-1600390

Case Title : 07N- [REDACTED] COMBINATION LIGHT SWITCH RECALL REIMBURSEME

\*\*\* COMMIT 2/18/2010 2:09:11 PM, rgaray, Action Type : N/A

customer is waiting for POP from company - P23

\*\*\* CASE MODIFY 2/18/2010 2:09:44 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* NOTES 2/24/2010 11:48:14 AM, rgaray, Action Type : Note-General

The customer is still waiting for her POP to be received.

\*\*\* CASE FULFILL 2/24/2010 11:48:22 AM, rgaray

Fulfilled for [REDACTED] due 02/24/2010 12:00:00 AM.

\*\*\* COMMIT 2/24/2010 11:48:25 AM, rgaray, Action Type : N/A

did customer received C.C. statement? - P23

\*\*\* CASE MODIFY 2/24/2010 11:48:51 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* NOTES 3/1/2010 9:58:27 AM, rgaray, Action Type : Documents Received

AHM received a 3 page fax from the customer.

AHM received a copy of a credit card receipt (not legible)

AHM received a copy of the customer's Bank of America statement showing her name, account number, and the transaction paid to the Honda dealer.

AHM received a copy of invoice #885253 from South Motors Honda dated 11/14/08 for repairs of \$255.81.

No other documents received.

\*\*\* CASE MODIFY 3/1/2010 9:59:36 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* CASE MODIFY 3/1/2010 10:00:23 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* NOTES 3/2/2010 9:58:49 AM, rgaray, Action Type : Call from Customer

I received a call from the customer. I confirmed that AHM received her documents in perfect condition which satisfy the requirements. I will process her request and follow up once I have an update. Call ended.

\*\*\* CASE FULFILL 3/2/2010 9:58:54 AM, rgaray

Fulfilled for [REDACTED] due 03/02/2010 12:00:00 AM.

\*\*\* COMMIT 3/2/2010 9:58:57 AM, rgaray, Action Type : N/A

review case for check request - recall \$\$

\*\*\* CASE MODIFY 3/2/2010 9:59:37 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 3/2/2010 10:31:35 AM, rgaray

CAMPAIGN CHECK 03/02/2010 10:31:35 AM rgaray

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 09/17/09; FX;

Case History

Case ID : N032010-02-1600390

Case Title : 07N - [REDACTED] - COMBINATION LIGHT SWITCH RECALL REIMBURSEME

\*\*\* CASE CLAIMS LOOKUP 3/2/2010 10:39:57 AM, rgaray

CLAIM CHECK 03/02/2010 10:39:57 AM rgaray

The following Claim History information was found

0; 2009-09-12; 207265; 219423; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012 07&gt; CR-V CHANGED TO 0.4 PER TIME STUDY.

\*\*\* NOTES 3/2/2010 10:41:03 AM, rgaray, Action Type : Note-General

Verified customer falls under campaign. The customer's proof of payment is a copy of her bank statement showing her name and the transaction paid to South Motors Honda.

The customer sent in documentation for the combination light switch recall P23 campaign reimbursement consideration for the cost incurred due to the combination light switch repair. Customer is requesting: \$255.81

The customer is eligible for reimbursement for the combination light switch repair.

Parts:	\$55.08
Labor:	\$184.00
Shop supplies:	\$0.00

Total:	\$239.08
Tax:	\$16.73

Grand total eligible: \$255.81

The customer is seeking reimbursement for the combination light switch repair under the combination light switch recall P23 campaign . The invoice states the combination light switch was replaced at South Motors Honda on 11/14/08, after the recall was published. The customer has since had the recall completed by South Motors Honda on 09/17/09. Based on the information provided and the campaign verification, the customer's request will be further reviewed by my team lead.

\*\*\* CASE MODIFY 3/2/2010 10:41:36 AM, rgaray  
into WIP 04-015 - P23 and Status of Solving.\*\*\* CASE FULFILL 3/3/2010 2:14:26 PM, rgaray  
Fulfilled for [REDACTED] due 03/03/2010 12:00:00 AM.\*\*\* COMMIT 3/3/2010 2:14:44 PM, rgaray, Action Type : N/A  
confirm amount and address - P23\*\*\* CASE MODIFY 3/3/2010 2:15:00 PM, rgaray  
into WIP 04-015 - P23 and Status of Solving.\*\*\* SUBCASE N032010-02-1600390-2 DISPATCH 3/4/2010 1:40:29 PM, rgaray  
from WIP ALL SUBCASES to Queue Check Req - H. Acosta.

\*\*\* NOTES 3/4/2010 1:41:18 PM, rgaray, Action Type : Note-General

The check request has been submitted for approval.

\*\*\* CASE FULFILL 3/4/2010 1:41:36 PM, rgaray

Case History

Case ID : N032010-02-1600390

Case Title : 07N - [REDACTED] COMBINATION LIGHT SWITCH RECALL REIMBURSEME

Fulfilled for [REDACTED] due 03/04/2010 12:00:00 AM.

\*\*\* COMMIT 3/4/2010 1:41:38 PM, rgaray, Action Type : N/A

check request approved? - P23

\*\*\* CASE MODIFY 3/4/2010 1:41:54 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* SUBCASE N032010-02-1600390-2 NOTES 3/4/2010 1:54:41 PM, hacosta, Action Type : Note-General

The check req subcase was reviewed and sent to the sup for approval.

\*\*\* SUBCASE N032010-02-1600390-2 FORWARD 3/4/2010 1:54:50 PM, hacosta

from Queue Check Req - H. Acosta to Queue Check Req - R. Dabb.

\*\*\* SUBCASE N032010-02-1600390-2 3/4/2010 2:29:29 PM, rdabb, Action Type :

Check Requisition for 255.81 \$ submitted

Check Requisition for 255.81 \$ submitted by rdabb

\*\*\* SUBCASE N032010-02-1600390-2 FORWARD 3/4/2010 2:29:35 PM, rdabb

from Queue Check Req - R. Dabb to Queue Check Approved - Sat.

\*\*\* SUBCASE N032010-02-1600390-2 RULE ACTION 3/5/2010 1:40:29 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N032010-02-1600390-2 RULE ACTION 3/6/2010 1:40:29 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N032010-02-1600390-2 COMMIT 3/8/2010 8:01:45 AM, rgaray, Action Type : External Commitment

Check processed for check\_req\_no = 2396 on 2010-03-05-00.00.000000

\*\*\* NOTES 3/8/2010 9:09:25 AM, rgaray, Action Type : Call to Customer

I reached the customer on the daytime number to follow up. I informed her that her reimbursement request has been approved. The check should be received in our office around the beginning of this week either today or tomorrow. Once received I will follow up to let her know when it is being mailed out. Call ended.

\*\*\* CASE FULFILL 3/8/2010 9:09:34 AM, rgaray

Fulfilled for [REDACTED] due 03/08/2010 12:00:00 AM.

\*\*\* COMMIT 3/8/2010 9:09:35 AM, rgaray, Action Type : N/A

check received/mailed? - P23

\*\*\* CASE MODIFY 3/8/2010 9:10:42 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* SUBCASE N032010-02-1600390-2 FULFILL 3/8/2010 9:12:41 AM, rgaray

Fulfilled for [REDACTED] due ?/?/? ?/?/?.

\*\*\* NOTES 3/8/2010 1:50:07 PM, vsegura, Action Type : Note-General

Check #1846906 totaling \$255.81 was mailed on 03/09/10.

\*\*\* SUBCASE N032010-02-1600390-2 ACCEPT 3/8/2010 1:50:14 PM, vsegura

from Queue Check Approved - Sat to WIP default.

\*\*\* SUBCASE N032010-02-1600390-2 ASSIGN 3/8/2010 1:50:23 PM, vsegura

N032010-02-1600390-2 to rgaray, WIP CURRENT TIMESTAMP

Case History

Case ID : N032010-02-1600390

Case Title : 07N - [REDACTED] COMBINATION LIGHT SWITCH RECALL REIMBURSEME

\*\*\* SUBCASE N032010-02-1600390-2 RULE ACTION 3/8/2010 1:50:24 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 3/9/2010 1:21:10 PM, rgaray, Action Type : Call to Customer

I called the daytime number and left a message. I informed the customer that the reimbursement check has been received and mailed out as of today. Call ended.

\*\*\* CASE FULFILL 3/9/2010 1:21:22 PM, rgaray

Fulfilled for [REDACTED] due 03/09/2010 12:00:00 AM.

\*\*\* NOTES 3/9/2010 1:22:42 PM, rgaray, Action Type : Note-Resolution

The customer was seeking reimbursement for the combination light switch repair under the combination light switch recall P23 campaign . The invoice states the combination light switch was replaced at South Motors Honda on 11/14/08, after the recall was published. The customer has since had the recall completed by South Motors Honda on 09/17/09. The customer is eligible and check # [REDACTED] totaling \$255.81 was mailed on 03/09/10.

The customer is not requesting any further assistance. This case will be closed.

\*\*\* CASE MODIFY 3/9/2010 1:22:45 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

\*\*\* SUBCASE N032010-02-1600390-2 CLOSE 3/9/2010 1:22:47 PM, rgaray

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/9/2010 1:22:47 PM, rgaray

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

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032005-03-2900232 Division : Honda - Auto Condition : Closed Open Date : 3/29/2005 7:57:44 AM  
Case Originator : Todd Beary (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 4/15/2005 4:36:19 PM  
Case Owner : Michelle Schwabe (Team HB) Method : Phone Queue : Days Open : 17  
Last Closed By : Michelle Schwabe (Team HB) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] 9B-FOX HONDA- HEADLIGHT SWITCH RECALL -RENTA 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 : AUBURN, NH [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21501L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PBW / A  
Miles / Hours : 65,000  
In Service Date : 01/02/2001  
Months In Use : 50  
Engine Number : D17A11463235  
Originating Dealer No. / Name : 207105 / CLAIR HONDA  
Selling Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA  
Trim : LX SSRS  
No. Of Doors : 2  
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 : 208028 / AUTOFAIR HONDA  
Phone No. : 603-634-4700  
Address : 200 KELLER STREET  
City / State / Zip : MANCHESTER, NH 03103  
Svc District / Sls District : 09H / D09  
Warranty Labor Rate / Date : \$95.00 /  
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
N032005-03-2900232-1 [REDACTED]	CA Subcase Close	Campaign	Eligibility	712	Headlights
N032005-03-2900232-2 [REDACTED]	CA Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032005-03-2900232-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michelle Salas	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/29/2005 12:28:21 PM
Issue Owner : Michelle Salas	Type 2 : Eligibility	Queue :	Close Date : 3/29/2005 12:33:52 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
Resolutions : 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

Issue Details

Issue ID : N032005-03-2900232-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelle Schwabe	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/2/2005 8:29:51 AM
Issue Owner : Michelle Schwabe	Type 2 : Eligibility	Queue :	Close Date : 4/15/2005 4:36:16 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : Referred to Dealer, Assist - Rental  
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 : N032005-03-2900232

Case Title : [REDACTED]-9B-FOX HONDA- HEADLIGHT SWITCH RECALL -RENTAL REQU

\*\*\* CASE CREATE 3/29/2005 7:57:44 AM, tbeary

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

\*\*\* NOTES 3/29/2005 7:57:45 AM, tbeary, Action Type :

Recall complaint

\*\*\* CASE CAMPAIGN LOOKUP 3/29/2005 7:57:54 AM, tbeary

CAMPAIGN CHECK 03/29/2005 07:57:54 AM tbeary

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-01-24; FX

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/29/2005 7:57:55 AM, tbeary

WARRANTY CHECK 03/29/2005 07:57:55 AM tbeary

No data found for VIN.

\*\*\* CASE VSC LOOKUP 3/29/2005 7:57:59 AM, tbeary

VSC-CUC CHECK 03/29/2005 07:57:59 AM tbeary

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/29/2005 7:58:14 AM, tbeary

CLAIM CHECK 03/29/2005 07:58:14 AM tbeary

The following Claim History information was found

0; 2005-01-22; 208090; 209794; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE

COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN THE

\*\*\* CASE MODIFY 3/29/2005 7:59:43 AM, tbeary

into WIP default and Status of Solving.

\*\*\* NOTES 3/29/2005 8:06:51 AM, tbeary, Action Type : Call from Customer

Customer states he is calling on behalf of his fiance [REDACTED] Customer states he was traveling and had the low beams go out a few days ago. Customer states Fox Honda performed the recall recently. Customer states he had the low beams go out before the recall was performed. Customer states he does not believe the recall was done properly.

Customer states he had to stay in a hotel because he could not drive and states he would like a rental in order to take the vehicle to a dealer for the repair.

Customer states the dealer will need the vehicle for a couple days. Customer states he has contacted Auto Fair Honda in Manchester NH the closest dealer.

Customer states that Fox Honda that did the recall is 6 hours from his current residence.

I advised customer the case # and that I will forward his request to a CM.

Customer thanked us for our assistance.

\*\*\* CASE MODIFY 3/29/2005 8:07:30 AM, tbeary

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 3/29/2005 8:07:33 AM, tbeary

Case History

Case ID : N032005-03-2900232

Case Title : [REDACTED] 9B-FOX HONDA- HEADLIGHT SWITCH RECALL -RENTAL REQU

N032005-03-2900232 to jnassar, WIP

\*\*\* CASE RULE ACTION 3/29/2005 8:07:34 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE ASSIGN 3/29/2005 10:33:37 AM, jnassar

N032005-03-2900232 to msalas, WIP □□eC!ð, hp

\*\*\* CASE RULE ACTION 3/29/2005 10:33:38 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE CAMPAIGN LOOKUP 3/29/2005 10:51:07 AM, msalas

CAMPAIGN CHECK 03/29/2005 10:51:07 AM msalas

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-01-24; FX

\*\*\* CASE CLAIMS LOOKUP 3/29/2005 12:26:43 PM, msalas

CLAIM CHECK 03/29/2005 12:26:43 PM msalas

The following Claim History information was found

0; 2005-01-22; 208090; 209794; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE

COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN THE

\*\*\* NOTES 3/29/2005 12:27:50 PM, msalas, Action Type : Note-General

The headlight switch recall was performed already on 1/22/05. Once the recall is performed it could not be performed under the recall again. I will call the customer and advise him of this.

\*\*\* CASE CREATE 3/29/2005 12:28:21 PM, msalas

Number = N032005-03-2900232-1, Created in WIP default with due date 03/30/2005 12:28:21 PM..

\*\*\* SUBCASE N032005-03-2900232-1 CREATE 3/29/2005 12:28:21 PM, msalas, Action Type :

Created in WIP default with due date 03/30/2005 12:28:21 PM.

\*\*\* SUBCASE N032005-03-2900232-1 MODIFY 3/29/2005 12:28:26 PM, msalas

into WIP default and Status of Solving.

\*\*\* NOTES 3/29/2005 12:31:46 PM, msalas, Action Type : Note-General

Since the campaign has already been done for the headlight switch and the customer feels that the recall was not done properly and he is requesting a rental vehicle.

I will send this case to Torrance for further assistance

\*\*\* NOTES 3/29/2005 12:33:13 PM, msalas, Action Type : Note-General

I am dispatching the case to Honda Team B

\*\*\* CASE DISPATCH 3/29/2005 12:33:24 PM, msalas

from WIP default to Queue Honda Team B.

\*\*\* SUBCASE N032005-03-2900232-1 CLOSE 3/29/2005 12:33:52 PM, msalas

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE ACCEPT 3/30/2005 10:37:50 AM, mschwabe

from Queue Honda Team B to WIP Brian's Cases.

Case History

Case ID : N032005-03-2900232

Case Title : [REDACTED] 9B-FOX HONDA- HEADLIGHT SWITCH RECALL -RENTAL REQU

\*\*\* CASE MODIFY 4/2/2005 8:27:34 AM, mschwabe  
into WIP Brian's Cases and Status of Solving.

\*\*\* CASE MODIFY 4/2/2005 8:28:34 AM, mschwabe  
into WIP Brian's Cases and Status of Solving.

\*\*\* CASE MODIFY 4/2/2005 8:29:14 AM, mschwabe  
into WIP Brian's Cases and Status of Solving.

\*\*\* CASE CREATE 4/2/2005 8:29:51 AM, mschwabe

Number = N032005-03-2900232-2, Created in WIP DEFAULT with due date 04/03/2005 08:29:51 AM..

\*\*\* SUBCASE N032005-03-2900232-2 CREATE 4/2/2005 8:29:51 AM, mschwabe, Action Type :  
Created in WIP DEFAULT with due date 04/03/2005 08:29:51 AM.

\*\*\* NOTES 4/2/2005 8:32:49 AM, mschwabe, Action Type : Call to Customer

ACS called the customer @ telephone# listed in case [REDACTED]

I left a detailed intro msg and requested c/b to discuss concerns with headlights not functioning...

ACS mentioned that our records showed the headlight campaign / recall being performed in January of this year?

I provided my name/telephone#/extension#

\*\*\* COMMIT 4/2/2005 8:32:56 AM, mschwabe, Action Type : N/A

Made to [REDACTED] due 04/07/2005 12:00:00 AM.

Awaiting c/b from customer, Customer req rental, records show recall completed?

\*\*\* COMMIT 4/2/2005 8:33:42 AM, mschwabe, Action Type :

Made to [REDACTED] due 04/05/2005 08:33:45 AM.

DCS Follow-Up

\*\*\* NOTES 4/2/2005 8:36:00 AM, mschwabe, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/5/2005 8

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

Customer states he is calling on behalf of his fiance [REDACTED] Customer states he was traveling and had the low beams go out a few days ago. Customer states Fox Honda performed the recall recently. Customer states he had the low beams go out before the recall was performed. Customer states he does not believe the recall was done properly.

Customer states he had to stay in a hotel because he could not drive and states he would like a rental in order to take the vehicle to a dealer for the repair.

Customer states the dealer will need the vehicle for a couple days. Customer states he has contacted Auto Fair Honda in Manchester NH the closest dealer.

Customer states that Fox Honda that did the recall is 6 hours from his current residence.

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:

AHM's records show that the headlight recall/campaign was already performed on this vehicle back in January. Customer would need to make arrangements for vehicle to be inspected/diagnosed before rental can be agreed upon.

Case History

Case ID : N032005-03-2900232

Case Title : [REDACTED] 9B-FOX HONDA- HEADLIGHT SWITCH RECALL -RENTAL REQU

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

Michelle Schwabe  
Automobile Customer Service  
1-800-999-1009 Extension 118163

\*\*\* NOTES 4/4/2005 1:49:34 PM, mschwabe, Action Type : Call from Customer

12:41PM Monday, 4/4/05

The customer returned call and lft vm msg

He explained that he had been away through the weekend

He requested c/b @ home# [REDACTED]

\*\*\* CASE MODIFY 4/4/2005 2:20:12 PM, mschwabe  
into WIP Brian's Cases and Status of Solving.

\*\*\* NOTES 4/8/2005 6:42:05 AM, mschwabe, Action Type : Call from Dealer

Scott Guerette (SM) @ Autofair Honda responded to ACS in regard to DCS Msg received

He acknowledged that he checked with his Svc Advisors and they were not familiar with this customer's vehicle coming into the dealer for the noted headlight concerns, nor were there any scheduled appointments for inspection...

\*\*\* NOTES 4/8/2005 6:52:13 AM, mschwabe, Action Type : Call to Customer

ACS called the customer @ telephone# listed in case [REDACTED]

I left a detailed vm msg and conveyed that I had been in contact with Autofair Honda and that our office authorized a rental vehicle with the dealer in order that the vehicle might be inspected / diagnosed for the ongoing headlight concerns. ACS referred the customer to contact Autofair Honda to schedule an appointment for inspection.

ACS provided the telephone# for Autofair Honda and the name of the Service Manager for reference, Scott Guerette

I provided my name/telephone#/extension# and urged customer to c/b after scheduling appointment with dealer....

\*\*\* NOTES 4/8/2005 6:55:38 AM, mschwabe, Action Type : Call to Dealer

ACS called Autofair Honda and lft detailed vm msg for Scott Guerette (Service Manager)

I mentioned that the customer had originally contacted our office after having the headlight recall performed at Fox Honda while traveling. However, the headlights have not been properly functioning since the recall was performed.

The customer said that Fox Honda is not nearby and the customer opted to contact our office to request a rental if possible in order to take vehicle to his nearest honda dealer, Autofair Honda.

I mentioned that ACS had no problems in offering a rental for 1 day in order for the vehicle to be inspected/diagnosed.

I mentioned that I would re contacting the customer to refer him to schedule the appointment and that our office would provide a 1 day rental for the dealer to inspect and diagnose concerns...

I provided my name/telephone#/extension# and thanked the Service Manager for responding to DCS Msg

\*\*\* CASE FULFILL 4/8/2005 6:55:43 AM, mschwabe

Fulfilled for JASON ENGLEHARDT due 04/05/2005 08:33:45 AM.

Case History

Case ID : N032005-03-2900232

Case Title : [REDACTED] 9B-FOX HONDA- HEADLIGHT SWITCH RECALL -RENTAL REQU

\*\*\* CASE FULFILL 4/8/2005 6:55:49 AM, mschwabe

Fulfilled for [REDACTED] due 04/07/2005 12:00:00 AM.

\*\*\* COMMIT 4/8/2005 6:55:51 AM, mschwabe, Action Type : N/A

Made to [REDACTED] due 04/12/2005 12:00:00 AM.

Awaiting response from customer with appointment and information....

\*\*\* NOTES 4/15/2005 4:36:01 PM, mschwabe, Action Type : Call to Customer

ACS called the customer on cell# as listed in case. I conveyed to the customer that I was calling as a courtesy to f/u and confirm whether or not the vehicle was taken into Autofair Honda. The customer confirmed that everyone at the dealer was very nice and they repaired the vehicle concerns.

Autofair Honda said that the other dealer that performed the headlight recall did not properly connect a bolt... and it only required a minor adjustment...

The customer thanked me for calling. ACS asked if there were any further concerns that AHM might be able to address for him? The customer said no and again thanked me for the follow up call.

\*\*\* SUBCASE N032005-03-2900232-2 CLOSE 4/15/2005 4:36:16 PM, mschwabe

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/15/2005 4:36:19 PM, mschwabe

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

Case Details

Case ID :	N012009-02-1601469	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/16/2009 11:53:43 AM
Case Originator :	Mary Stapleton (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/23/2009 2:35:59 PM
Case Owner :	Todd Yamatsuka (Team HC)	Method :	Phone	Queue :		Days Open :	7
Last Closed By :	Todd Yamatsuka (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	MERCER HONDA 03J [REDACTED] - HEADLIGHT RECALL INQUIRY	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 : DIBOLL, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22901L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291JW / A  
Miles / Hours : 140,000  
In Service Date : 12/01/2000  
Months In Use : 98  
Engine Number : D17A21432882  
Originating Dealer No. / Name : 207805 / STERLING MCCALL HONDA  
Selling Dealer No. / Name : 207805 / STERLING MCCALL HONDA  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208016 / [REDACTED]  
Phone No. : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : LUFKIN, TX [REDACTED]  
Svc District / Sls District : 03H / C03  
Warranty Labor Rate / Date : \$78.00 /  
Agent Name : [REDACTED] 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
N012009-02-1601469-1 [REDACTED] CAMPAIG	Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N012009-02-1601469-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/16/2009 12:01:28 PM
Issue Owner : Mary Stapleton	Type 2 : Details	Queue :	Close Date : 2/16/2009 12:01:49 PM
Issue Title : [REDACTED]	CAMPAIGN - DETAILS		

**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 : N012009-02-1601469

Case Title : MERCER HONDA [REDACTED] - HEADLIGHT RECALL INQUIRY

\*\*\* CASE CREATE 2/16/2009 11:53:43 AM, mstaplet

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

\*\*\* CASE MODIFY 2/16/2009 11:57:35 AM, mstaplet

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/16/2009 11:58:19 AM, mstaplet

into WIP default and Status of Solving.

\*\*\* NOTES 2/16/2009 12:00:50 PM, mstaplet, Action Type : Call from Customer

Verified the owner information.

The customer called regarding headlights that are not working.

The customer said she has replaced the headlight twice and they are out again.

The customer said she had them replaced at a small shop.

The customer wanted to know if there was a recall on the headlights.

I explained the recalls are VIN specific and we would need the VIN to determine if her vehicle was a part of the headlight switch recall.

I gave the case number to reference when she calls back.

The customer understood.

No further assistance requested.

\*\*\* SUBCASE N012009-02-1601469-1 CREATE 2/16/2009 12:01:28 PM, mstaplet

Created in WIP Default with Due Date 2/16/2009 12:01:28 PM.

\*\*\* SUBCASE N012009-02-1601469-1 CLOSE 2/16/2009 12:01:49 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/16/2009 12:01:56 PM, mstaplet

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

\*\*\* CASE REOPEN 2/16/2009 12:27:42 PM, cmiller

with Condition of Open and Status of Solving.

\*\*\* CASE MODIFY 2/16/2009 12:28:28 PM, cmiller

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/16/2009 12:28:36 PM, cmiller

WARRANTY CHECK 02/16/2009 12:28:36 PM cmiller

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/16/2009 12:28:39 PM, cmiller

CLAIM HISTORY CHECK 02/16/2009 12:28:39 PM cmiller

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2009 12:29:09 PM, cmiller

CAMPAIGN CHECK 02/16/2009 12:29:09 PM cmiller

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;



Case History

Case ID : N012009-02-1601469

Case Title : MERCER HONDA 03. [REDACTED] - HEADLIGHT RECALL INQUIRY

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

\*\*\* NOTES 2/16/2009 12:31:00 PM, cmiller, Action Type : Call from Customer

Customer called back with her VIN and wanted to know if she had any recalls. ACS was checking for recalls when the customer indicated that she could hear only static and she would call back. ACS attempted to call her back and got VM. Call ended

\*\*\* CASE MODIFY 2/16/2009 12:31:05 PM, cmiller  
into WIP default and Status of Solving.\*\*\* CASE CLOSE 2/16/2009 12:31:28 PM, cmiller  
Status = Closed, Resolution Code = Instruction Given, State = Open\*\*\* CASE REOPEN 2/16/2009 12:36:02 PM, vlucas  
with Condition of Open and Status of Solving.

\*\*\* NOTES 2/16/2009 12:41:19 PM, vlucas, Action Type : Call from Customer

ACS spoke to [REDACTED] She is calling back to check for recalls or campaigns related to the low-beam headlights. ACS checked for related information and found TSB 04-015. ACS explained to customer what the safety recall entailed and to have any Honda dealer make the repairs at no cost to her. She will plan to take the vehicle to Mercer Honda for assistance. She said she purchased a dimmer switch for \$55 last Friday, 2/13 from this dealer but they did not mention this recall. ACS suggested she have the vehicle inspected first, then ask for a refund on the part. She understood.

\*\*\* CASE MODIFY 2/16/2009 12:42:11 PM, vlucas  
into WIP default and Status of Solving.

\*\*\* NOTES 2/16/2009 12:54:46 PM, bsamonte, Action Type : Call from Customer

Customer says the dealer will not refund her the part. Customer says dealer never mentioned the recall to her and she does not need the part. ACS apologized and advised customer a case manager will contact her in 1-2 business days. ACS advised customer there are no guarantees. Customer understands and has no further questions.

\*\*\* CASE YANKED 2/16/2009 12:54:55 PM, bsamonte  
Yanked by bsamonte into WIPbin default.\*\*\* CASE MODIFY 2/16/2009 12:55:11 PM, bsamonte  
into WIP default and Status of Solving.\*\*\* CASE DISPATCH 2/16/2009 12:55:20 PM, bsamonte  
from WIP default to Queue Honda Team C.\*\*\* CASE ACCEPT 2/16/2009 2:57:35 PM, tyamatsu  
from Queue Honda Team C to WIP Default.\*\*\* COMMIT 2/17/2009 5:09:24 PM, tyamatsu, Action Type : N/A  
initiate case.\*\*\* CASE MODIFY 2/17/2009 5:10:33 PM, tyamatsu  
into WIP Default and Status of Solving.\*\*\* CASE VSC LOOKUP 2/18/2009 10:22:15 AM, tyamatsu  
VSC-CUC CHECK 02/18/2009 10:22:15 AM tyamatsu  
No data found for VIN.

Case History

Case ID : N012009-02-1601469

Case Title : MERCER HONDA 03J [REDACTED] - HEADLIGHT RECALL INQUIRY

\*\*\* CASE CAMPAIGN LOOKUP 2/18/2009 10:22:23 AM, tyamatsu

CAMPAIGN CHECK 02/18/2009 10:22:23 AM tyamatsu

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/18/2009 10:22:26 AM, tyamatsu

WARRANTY CHECK 02/18/2009 10:22:25 AM tyamatsu

No data found for VIN.

\*\*\* NOTES 2/18/2009 10:46:35 AM, tyamatsu, Action Type : Call to Dealer

I reviewed case with the S.M. at Mercer Honda. He was well aware of [REDACTED] concern. He stated [REDACTED] came to his dealership to purchase a part (HC 7743875). He made [REDACTED] aware that she will not be able to return the part and asked if she was positive she needed this part, which she confirmed she did and purchased the part. He stated [REDACTED] vehicle was in their service dept this morning and they completed the safety recall 04-015. The S.M. confirmed that the part she purchased (HC 7743875) was included in the Combination Light Switch repair kit which was installed when they completed the recall today. In conclusion, the S.M. stated he would not accept the part return.

\*\*\* NOTES 2/18/2009 11:01:19 AM, tyamatsu, Action Type : Call to Customer

I called [REDACTED] to address her case. I confirmed her address and phone #'s. I verified her concern was consistent with the service mgrs perspective. She acknowledged she was advised of the 'no return' policy prior to the purchase. I empathized with her and stated that the dealership will not accept the part return. She disconnected the call without a complimentary close.

\*\*\* CASE FULFILL 2/18/2009 11:02:37 AM, tyamatsu

Fulfilled for [REDACTED] due 02/18/2009 10:00:00 AM.

\*\*\* COMMIT 2/18/2009 11:02:40 AM, tyamatsu, Action Type : N/A  
review case to close.

\*\*\* CASE CLOSE 2/23/2009 2:35:59 PM, tyamatsu

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032005-02-1600345	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/16/2005 8:50:18 AM
Case Originator :	Mary Rodriguez (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/16/2005 9:05:17 AM
Case Owner :	Mary Rodriguez (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Mary Rodriguez (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT 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 : HOUSTON, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22931L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291JW / A  
Miles / Hours : 85,000  
In Service Date : 12/01/2000  
Months In Use : 50  
Engine Number : D17A21432871  
Originating Dealer No. / Name : 208248 / SPRING BRANCH HONDA  
Selling Dealer No. / Name : 208248 / SPRING BRANCH HONDA  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032005-02-1600345-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-02-1600345-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Rodriguez	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/16/2005 9:04:44 AM
Issue Owner : Mary Rodriguez	Type 2 : Eligibility	Queue :	Close Date : 2/16/2005 9:05:11 AM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / Combo Light Switch  
Temperament Code :  
Resolutions : 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 : N032005-02-1600345

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

\*\*\* CASE CREATE 2/16/2005 8:50:18 AM, mrodrigu

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

\*\*\* NOTES 2/16/2005 9:01:37 AM, mrodrigu, Action Type : Call from Customer

This customer contacted ACS because she received a notice on the Combination Light Switch [REDACTED] said that she has had the Light Switch replaced last year because the lights went out. I did confirm with Tara of the campaign we had on the Combination Light Switch. I advised Tara to send in the receipt, proof of payment, and work order to PO Box 2964, Torrance for reimbursement, but I did not guarantee that AH would reimburse her for the work she had done at an independent dealer. I provided the customer with the case number and advise her that AH would review the case.

\*\*\* CASE CREATE 2/16/2005 9:04:44 AM, mrodrigu

Number = N032005-02-1600345-1, Created in WIP default with due date 02/17/2005 09:04:44 AM..

\*\*\* SUBCASE N032005-02-1600345-1 CREATE 2/16/2005 9:04:44 AM, mrodrigu, Action Type :

Created in WIP default with due date 02/17/2005 09:04:44 AM.

\*\*\* SUBCASE N032005-02-1600345-1 CLOSE 2/16/2005 9:05:11 AM, mrodrigu

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 2/16/2005 9:05:13 AM, mrodrigu

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 2/16/2005 9:05:17 AM, mrodrigu

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

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032004-03-1101107	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/11/2004 2:55:56 PM
Case Originator :	Kirsten Musselman (Team PA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/11/2004 2:56:51 PM
Case Owner :	Kirsten Musselman (Team PA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kirsten Musselman (Team PA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHT RECALL			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 : WATERVLIET, NY  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22521L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 50,000  
In Service Date : 12/05/2000  
Months In Use : 39  
Engine Number : D17A11466213  
Originating Dealer No. / Name : 208117 / DELLA HONDA  
Selling Dealer No. / Name : 207230 / RENSSELAER HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : GN  
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 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
N032004-03-1101107-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-03-1101107-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kirsten Musselman	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/11/2004 2:56:27 PM
Issue Owner : Kirsten Musselman	Type 2 : Eligibility	Queue :	Close Date : 3/11/2004 2:56:49 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : 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 : N032004-03-1101107

Case Title : [REDACTED] HEADLIGHT RECALL

\*\*\* CASE CREATE 3/11/2004 2:55:56 PM, Kmusselm

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

\*\*\* NOTES 3/11/2004 2:55:57 PM, Kmusselm, Action Type :

The customer called and stated that the vehicle has already been to the dealer for the headlights going out. He stated that he saw an article in the news regarding the recall and wanted to know if this vehicle was affected. He stated that now the headlights are out again.

I advised him that the recall has not actually gone out yet and that if the vehicle was affected that he would be notified by mail. I advised him that if he needed the repair done then he could have the repair done and then if the vehicle was affected then he could send in the paperwork for reimbursement. He thanked me for the information. He was satisfied. I am closing the case.

\*\*\* CASE CAMPAIGN LOOKUP 3/11/2004 2:56:05 PM, Kmusselm

CAMPAIGN CHECK 03/11/2004 02:56:04 PM Kmusselm

The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

\*\*\* SUBCASE N032004-03-1101107-1 CREATE 3/11/2004 2:56:27 PM, Kmusselm

Created in WIP Default with Due Date 3/11/2004 2:56:27 PM.

\*\*\* SUBCASE N032004-03-1101107-1 CLOSE 3/11/2004 2:56:49 PM, Kmusselm

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/11/2004 2:56:51 PM, Kmusselm

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



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032005-03-1601004	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/16/2005 1:50:46 PM
Case Originator :	Tiffany Van Pelt (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/16/2005 1:51:25 PM
Case Owner :	Tiffany Van Pelt (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Tiffany Van Pelt (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH CAMPAIGN			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 : IRVINE, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : [REDACTED]

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM219X1L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2191MW / A  
Miles / Hours : 80,000  
In Service Date : 01/09/2001  
Months In Use : 50  
Engine Number : D17A21433452  
Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR  
Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR  
Trim : EX  
No. Of Doors : 2  
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 :  
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 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
N032005-03-1601004-1 [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-03-1601004-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Van Pelt	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/16/2005 1:51:14 PM
Issue Owner : Tiffany Van Pelt	Type 2 : Eligibility	Queue :	Close Date : 3/16/2005 1:51:21 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
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 : N032005-03-1601004

Case Title : [REDACTED] - HEADLIGHT SWITCH CAMPAIGN

\*\*\* CASE CREATE 3/16/2005 1:50:46 PM, tvanpelt

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

\*\*\* NOTES 3/16/2005 1:50:47 PM, tvanpelt, Action Type :

The customer states that she received the headlight switch campaign and she has actually had a problem with the low beams failing twice and the high beams still worked.

The customer states that she had bought the headlights from an auto parts store and installed the lights herself and she never had a diagnosis.

The customer states that her dad is an electrician and before she changed the headlights she called her dad and he told her that it was normal to change the lights.

The customer states that she thought it was normal the first time but not twice. The customer is inquiring if she could seek reimbursement as well as have the recall complete.

I informed the customer that she is welcome to have the recall completed by any authorized Honda dealership and I advised her that for reimbursement consideration to do require a professional diagnosis on an invoice and proof of payment.

The customer states that she doesn't have a professional diagnosis and inquired why would anybody take their vehicle for a diagnosis because the headlights fail.

I informed the customer that there are plenty of customers that take their vehicle in to shops when their headlights fail and are able to provide a diagnosis.

The customer states that when she takes her vehicle in for the recall the dealership should be able to retro diagnosis her vehicle and confirm that she previously replaced her headlights because of the recall.

I informed the customer that a dealership would not be able to do that.

I informed her that the problem is that the recall is very specific and it doesn't cover any problem with the headlights which is why there needs to be proof of the failure by a diagnosis.

The customer states that she thinks that is ridiculous and she is going to write a letter. I informed the customer that she could send it to PO Box 2964.

The customer understood and she requested nothing further. I am closing the case.

\*\*\* CASE MODIFY 3/16/2005 1:50:53 PM, tvanpelt

into WIP default and Status of Solving.

\*\*\* CASE CREATE 3/16/2005 1:51:14 PM, tvanpelt

Number = N032005-03-1601004-1, Created in WIP default with due date 03/17/2005 01:51:14 PM..

\*\*\* SUBCASE N032005-03-1601004-1 CREATE 3/16/2005 1:51:14 PM, tvanpelt, Action Type :

Created in WIP default with due date 03/17/2005 01:51:14 PM.

\*\*\* SUBCASE N032005-03-1601004-1 MODIFY 3/16/2005 1:51:18 PM, tvanpelt

into WIP default and Status of Solving.

Case History

Case ID : N032005-03-1601004

Case Title : [REDACTED] - HEADLIGHT SWITCH CAMPAIGN

\*\*\* SUBCASE N032005-03-1601004-1 CLOSE 3/16/2005 1:51:21 PM, tvanpelt

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CAMPAIGN LOOKUP 3/16/2005 1:51:23 PM, tvanpelt

CAMPAIGN CHECK 03/16/2005 01:51:23 PM tvanpelt

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE CLOSE 3/16/2005 1:51:25 PM, tvanpelt

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012004-01-2801190	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/28/2004 2:20:02 PM
Case Originator :	Lecrescia Leverett (Team CA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/16/2004 10:17:26 AM
Case Owner :	Joleen Zeleznicky (Team AC)	Method :	Phone	Queue :		Days Open :	19
Last Closed By :	Joleen Zeleznicky (Team AC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] 6D-GOODWILL			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 : BOWIE, MD [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM229X1L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 41,487  
In Service Date : 05/30/2001  
Months In Use : 32  
Engine Number : D17A21434017  
Originating Dealer No. / Name : 206609 / ROSENTHAL HONDA  
Selling Dealer No. / Name : 206609 / ROSENTHAL HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
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 : 206609 / ROSENTHAL HONDA  
Phone No. : 703-442-8000  
Address : 1580 SPRING HILL ROAD  
City / State / Zip : VIENNA, VA 22180  
Svc District / Sls District : 06D / A06  
Warranty Labor Rate / Date : \$87.00 /  
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208210	HERITAGE HONDA		

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
N012004-01-2801190-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-01-2801190-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Joleen Zeleznicky	Type 1 : Product	Status : Subcase Close	Open Date : 1/30/2004 2:29:47 PM
Issue Owner : Joleen Zeleznicky	Type 2 : Operation	Queue :	Close Date : 2/16/2004 10:17:23 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code :  
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 : N012004-01-2801190

Case Title : [REDACTED] - 6D-GOODWILL

\*\*\* CASE CREATE 1/28/2004 2:20:02 PM, lleveret

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

\*\*\* NOTES 1/28/2004 2:20:02 PM, lleveret, Action Type :

The customer called in to state that he paid \$976 for faulty wiring that caused the headlights to go out in the car. The customer says that the first dealership where the car was diagnosed first Heritage Honda said that they couldn't find the problem and then later said it must have been due to the alarm was installed. Then the customer took the car to Rosenthal Honda where it was diagnosed as having faulty wiring. The customer says that the car had just past the warranty period when this happened and it shouldn't have happened. This is the customers first Honda, the customer keeps all maintenance. The customer is working with Mike Cohen assistant service manager in the yellow group he has told the customer to let AHM know they can call him for any questions.

\*\*\* CASE CAMPAIGN LOOKUP 1/28/2004 2:22:44 PM, lleveret

CAMPAIGN CHECK 01/28/2004 02:22:44 PM lleveret

The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

\*\*\* NOTES 1/28/2004 2:24:38 PM, lleveret, Action Type : Note-General

I advised the customer he should receive a call within 3-5 business days from a case manager. I am forwarding this case to TEAM G.

\*\*\* CASE MODIFY 1/28/2004 2:24:41 PM, lleveret

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/28/2004 2:24:49 PM, lleveret

from WIP default to Queue Team G.

\*\*\* CASE YANKED 1/29/2004 6:54:01 AM, jzelezni

Yanked by jzelezni into WIPbin default.

\*\*\* NOTES 1/30/2004 2:29:38 PM, jzelezni, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer called in to state that he paid \$976 for faulty wiring that caused the headlights to go out in the car. The customer says that the first dealership where the car was diagnosed first Heritage Honda said that they couldn't find the problem and then later said it must have been due to the alarm was installed. Then the customer took the car to Rosenthal Honda where it was diagnosed as having faulty wiring. The customer says that the car had just past the warranty period when this happened and it shouldn't have happened. This is the customers first Honda, the customer keeps all maintenance. The customer is working with Mike Cohen assistant service manager in the yellow group he has told the customer to let AHM know they can call him for any questions.

CAN YOU LET ME KNOW WHAT WAS REPLACED.

Thank you for your attention to this matter.

Joleen Zeleznicky ext 118153

Automobile Customer Service

\*\*\* SUBCASE N012004-01-2801190-1 CREATE 1/30/2004 2:29:47 PM, jzelezni

Created in WIP Default with Due Date 1/30/2004 2:29:47 PM.

Case History

Case ID : N012004-01-2801190

Case Title : [REDACTED] 6D-GOODWILL

\*\*\* CASE MODIFY 1/30/2004 2:30:11 PM, jzelezni  
into WIP default and Status of Solving.

\*\*\* COMMIT 1/30/2004 2:30:13 PM, jzelezni, Action Type : N/A  
customer call

\*\*\* CASE MODIFY 1/30/2004 2:30:27 PM, jzelezni  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/3/2004 2:25:34 PM, jzelezni  
into WIP goodwill and Status of Solving.

\*\*\* NOTES 2/9/2004 1:51:47 PM, jzelezni, Action Type : Call to Dealer  
Spoke to SM of dealership.

Stated that vehicle concern is under another name-the owner of the vehicle. They stated that customer has been into the dealership twice once in the bodyshop in 01 and once in 02 for an oil change.

Asked dealer what the faulty wiring was. They stated that they are replacing a melted wiring harness. This is the one in the dash.

Dealer is not sure what caused the harness to melt.

Will contact the customer. Dealer will be able to determine cause once they are in it.

\*\*\* CASE MODIFY 2/9/2004 1:51:52 PM, jzelezni  
into WIP 6D and Status of Solving.

\*\*\* CASE MODIFY 2/9/2004 1:51:54 PM, jzelezni  
into WIP 6D and Status of Solving.

\*\*\* CASE MODIFY 2/9/2004 1:52:02 PM, jzelezni  
into WIP 6D and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 2/9/2004 2:19:15 PM, jzelezni

CLAIM CHECK 02/09/2004 02:19:15 PM jzelezni

The following Claim History information was found

0; 2001-07-10; 206609; 122816; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE

\*\*\* CASE CLAIMS LOOKUP 2/10/2004 1:12:20 PM, jzelezni

CLAIM CHECK 02/10/2004 01:12:20 PM jzelezni

The following Claim History information was found

0; 2001-07-10; 206609; 122816; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE

\*\*\* NOTES 2/10/2004 1:20:02 PM, jzelezni, Action Type : Call to Customer

Called to [REDACTED]

He states at first headlights would not work-low beams only. He states that Heritage told him that it was due to alarm. They were then referred back to selling dealer in regards to the alarm issue.

This is where they got in touch with Rosenthal. Rosenthal found the melted wire at the harness.

Advised that I would contact back at the end of the day to let him know what AH could do for him in regards to the concern.

Will call Rosenthal for part number and straight time hours.

\*\*\* CASE MODIFY 2/10/2004 1:20:08 PM, jzelezni  
into WIP 6D and Status of Solving.



Case History

Case ID : N012004-01-2801190

Case Title : [REDACTED] 6D-GOODWILL

\*\*\* CASE CLAIMS LOOKUP 2/10/2004 1:27:39 PM, jzelezni

CLAIM CHECK 02/10/2004 01:27:39 PM jzelezni

The following Claim History information was found

0; 2001-07-10; 206609; 122816; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE

\*\*\* NOTES 2/10/2004 1:36:36 PM, jzelezni, Action Type : Call to Dealer

Called Honda of Towson.

They stated that there are 3 service visits.

They stated that one of them was a visit on 1/9/04 for an electrical problem.

Also one for the 37500 service and one in 11/02-for engine coolant issue.

Will need to contact Rosenthal for repair estimates.

\*\*\* NOTES 2/10/2004 1:54:27 PM, jzelezni, Action Type : Call to Dealer

Spoke to Rosenthal Honda.

They stated that they do not have estimates for repair.

At this point AH will offer assistance and ask that customer pay 350 towards the repair.

Will call dealer and relay. Dealer needs vehicle for two days to verify part and to repair the vehicle.

If customer accepts they need to contact SA to set up appt.

\*\*\* NOTES 2/10/2004 1:55:48 PM, jzelezni, Action Type : Call from Customer

Spoke to customer and relayed information.

He stated that they would need to think about it and contact back.

Stated that they need to by the end of the week.

Will await phone call.

\*\*\* CASE MODIFY COMMITMENT 2/10/2004 1:56:19 PM, jzelezni

with [REDACTED] due 02/13/2004 07:00:00 AM.

\*\*\* CASE MODIFY 2/10/2004 1:56:32 PM, jzelezni

into WIP 6D and Status of Solving.

\*\*\* NOTES 2/13/2004 12:45:13 PM, codulio, Action Type : Call from Customer

I spoke with the customer who wanted to speak with the CM.

I advised she is currently on a call and is not able to get to the phone. I reiterated the last notes. I asked if the customer agreed to her offer?

Customer confirmed yes and I advised they need to call their SA at this point to set apt.. Customer said they don't need a call back. I offered to let CM know.

\*\*\* NOTES 2/16/2004 10:16:58 AM, jzelezni, Action Type : Note-General

Closing case.

Customer contacted to accept and dealer is already aware of offer.

\*\*\* CASE MODIFY 2/16/2004 10:17:08 AM, jzelezni

into WIP 6D and Status of Solving.

\*\*\* SUBCASE N012004-01-2801190-1 CLOSE 2/16/2004 10:17:23 AM, jzelezni

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 2/16/2004 10:17:24 AM, jzelezni

**Case History**

Case ID : N012004-01-2801190

Case Title : [REDACTED] 6D-GOODWILL

into WIP 6D and Status of Solving.

\*\*\* CASE CLOSE 2/16/2004 10:17:26 AM, jzelezni

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

### Case Details

Case ID : N032009-12-0301184	Division : Honda - Auto	Condition : Closed	Open Date : 12/3/2009 2:29:30 PM
Case Originator : Johnny Gonzalez (Team AC)	Sub Division : Satellite Center	Status : Closed	Close Date : 12/3/2009 3:15:58 PM
Case Owner : Johnny Gonzalez (Team AC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Johnny Gonzalez (Team AC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] P23 INQUIRY	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 : SELMA, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM229X1L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2291MW / A  
 Miles / Hours : 134,344  
 In Service Date : 12/11/2000  
 Months In Use : 108  
 Engine Number : D17A21434193  
 Originating Dealer No. / Name : 206562 / GOUDY HONDA  
 Selling Dealer No. / Name : 206562 / GOUDY HONDA  
 Trim : EX  
 No. Of Doors : 2  
 Transmission Code : 4AT  
 Exterior Color : SI  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

### Current Dealer Info :

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

Comp Ind. :

### Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
[REDACTED]			

### 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
N032009-12-0301184-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-12-0301184-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Gonzalez	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/3/2009 3:15:28 PM
Issue Owner : Johnny Gonzalez	Type 2 : Eligibility	Queue :	Close Date : 12/3/2009 3:15:58 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Cold  
Resolutions : Provided Information, Documented Concern  
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 : N032009-12-0301184

Case Title : [REDACTED] -P23 INQUIRY

\*\*\* CASE CREATE 12/3/2009 2:29:30 PM, jgonzal1

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

\*\*\* CASE VSC LOOKUP 12/3/2009 2:29:33 PM, jgonzal1

VSC-CUC CHECK 12/03/2009 02:29:33 PM jgonzal1

No data found for VIN.

\*\*\* CASE MODIFY 12/3/2009 2:29:35 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2009 2:29:37 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* NOTES 12/3/2009 2:42:05 PM, jgonzal1, Action Type : Call from Customer

The customer called AHM stating that while driving the vehicle yesterday her headlight went out at the same time.

As per the customer her high beams are fine but the low beams are out.

As per the customer she came across information stating that her vehicle might be included in a recall pertinent to her concern and would like to know more information on the recall.

I advised the customer that as per our system her vehicle was included in a combination light switch recall and as per the SB 04-015 the symptoms she described are part of the recall's back ground description.

However, the recall was performed back in 10/09/07 and all recalls are one time fix only.

As per the customer she purchased the vehicle in 10/19/2007 after the recall was performed/.

I apologized to the customer for any inconvenience but unfortunately AHM is no longer responsible for the repair.

The customer asked for a copy of the information I reviewed that indicated her vehicle had the recall addressed. I apologized to the customer and advised that I am not at liberty to distribute such information.

I advised she can contact any dealer and verify herself.

She understood. The call ended.

The customer's information was verified 5599993708.

\*\*\* NOTES 12/3/2009 2:42:55 PM, jgonzal1, Action Type : Note-General

The customer was made aware of the outstanding airbag inflator recall and how to address it.

\*\*\* CASE MODIFY 12/3/2009 2:42:57 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2009 2:43:00 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2009 2:43:43 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2009 3:13:44 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE CREATE 12/3/2009 3:15:28 PM, jgonzal1

Case History

Case ID : N032009-12-0301184

Case Title : [REDACTED] P23 INQUIRY

Number = N032009-12-0301184-1, Created in WIP default with due date 12/04/2009 03:15:28 PM..

\*\*\* SUBCASE N032009-12-0301184-1 CREATE 12/3/2009 3:15:28 PM, jgonzal1, Action Type :

Created in WIP default with due date 12/04/2009 03:15:28 PM.

\*\*\* SUBCASE N032009-12-0301184-1 MODIFY 12/3/2009 3:15:45 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2009 3:15:50 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2009 3:15:54 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2009 3:15:57 PM, jgonzal1

into WIP default and Status of Solving.

\*\*\* SUBCASE N032009-12-0301184-1 CLOSE 12/3/2009 3:15:58 PM, jgonzal1

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/3/2009 3:15:58 PM, jgonzal1

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012011-08-1800658	Division : Honda - Auto	Condition : Closed	Open Date : 8/18/2011 9:47:55 AM
Case Originator : Daniel Wentz (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/18/2011 1:18:25 PM
Case Owner : Daniel Wentz (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Daniel Wentz (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] LOW BEAM HEADLIGHT COMPLAINT		No. of Attachments : 0	

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22941L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291JW / A  
Miles / Hours : 100,000  
In Service Date : 01/24/2001  
Months In Use : 127  
Engine Number : D17A21434271  
Originating Dealer No. / Name : 208099 / SCOVILLE-MENO HONDA  
Selling Dealer No. / Name : 208099 / SCOVILLE-MENO HONDA  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
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 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
N012011-08-1800658-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012011-08-1800658-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Daniel Wentz	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/18/2011 1:12:34 PM
Issue Owner : Daniel Wentz	Type 2 : Eligibility	Queue :	Close Date : 8/18/2011 1:18:25 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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



Case History

Case ID : N012011-08-1800658

Case Title : [REDACTED] LOW BEAM HEADLIGHT COMPLAINT

\*\*\* CASE CREATE 8/18/2011 9:47:55 AM, dwentz01

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

\*\*\* CASE MODIFY 8/18/2011 9:55:48 AM, dwentz01

into WIP default and Status of Solving.

\*\*\* NOTES 8/18/2011 9:57:09 AM, dwentz01, Action Type : Call from Customer

Verified customer information

best contact phone number is: [REDACTED]

Customer contacted AHM to state that his low beams no longer work, and wanted to know if there was any known issues. customer was advsied that there was a recall on the switch, and advised the customer to go to a Honda dealership for assistance.

Customer thanked ACS and required no further assistance at this time.

\*\*\* CASE MODIFY 8/18/2011 9:57:12 AM, dwentz01

into WIP default and Status of Solving.

\*\*\* CASE CREATE 8/18/2011 1:12:34 PM, dwentz01

Number = N012011-08-1800658-1, Created in WIP default with due date 08/19/2011 01:12:34 PM..

\*\*\* SUBCASE N012011-08-1800658-1 CREATE 8/18/2011 1:12:34 PM, dwentz01, Action Type :

Created in WIP default with due date 08/19/2011 01:12:34 PM.

\*\*\* SUBCASE N012011-08-1800658-1 MODIFY 8/18/2011 1:13:23 PM, dwentz01

into WIP default and Status of Solving.

\*\*\* NOTES 8/18/2011 1:18:20 PM, dwentz01, Action Type : Call from Customer

Customer also was advised to go to [www.recalls.honda.com](http://www.recalls.honda.com) for more information.

\*\*\* CASE CLOSE 8/18/2011 1:18:25 PM, dwentz01

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

\*\*\* SUBCASE N012011-08-1800658-1 CLOSE 8/18/2011 1:18:25 PM, dwentz01

Status = Solving, Resolution Code = Instruction Given

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032007-01-3101077	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/31/2007 11:31:04 AM
Case Originator :	Daniela Alberto (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/31/2007 2:57:19 PM
Case Owner :	Shaunda Scott (Team SA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Shaunda Scott (Team SA)	Point of Origin :	Customer	Wipbin :			
Case Title :	05M-ROEBUCK, STACEY - COMBINATION LIGHT SWITCH ASSISTANCE			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 : DILLSBURG, PA  
E Mail :  
Svc District / Sls District : /

## Product Info :

Unit Owner :  
VIN Type / No. : US VIN / 1HGEM22531L  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 50,000  
In Service Date : 04/25/2001  
Months In Use : 69  
Engine Number : D17A11467121  
Originating Dealer No. / Name : 208047 / ANDERSON HONDA  
Selling Dealer No. / Name : 207606 / FAULKNER HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name : 207606 / FAULKNER HONDA  
Phone No. : 717-232-8800  
Address : 2008 PAXTON STREET  
City / State / Zip : HARRISBURG, PA 17111  
Svc District / Sls District : 05M / D05  
Warranty Labor Rate / Date : \$85.00 /  
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
N032007-01-3101077-1 /	C Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-01-3101077-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Daniela Alberto	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/31/2007 2:13:44 PM
Issue Owner : Brigitte Walker	Type 2 : Eligibility	Queue :	Close Date : 1/31/2007 2:20:37 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : Forward to Call Ctr  
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 : 03/06/2012

## Case History

Case ID : N032007-01-3101077

Case Title : 05M- [REDACTED] - COMBINATION LIGHT SWITCH ASSISTANCE

\*\*\* CASE CREATE 1/31/2007 11:31:04 AM, dalberto

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

\*\*\* CASE VSC LOOKUP 1/31/2007 11:32:07 AM, dalberto

VSC CHECK 01/31/2007 11:32:07 AM dalberto

The following VSC information was found

V001009295;A57;(NEW) PREMIUM 5YR 75K \$50 DED;EXPIRED;;2001-04-25;2006-04-24;75000;162;207606;50

.00

\*\*\* CASE CUC LOOKUP 1/31/2007 11:32:07 AM, dalberto

CUC CHECK 01/31/2007 11:32:07 AM dalberto

The following CUC information was found

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;;;0;0;0;:::0;;
```

\*\*\* CASE CAMPAIGN LOOKUP 1/31/2007 11:52:39 AM, dalberto

CAMPAIGN CHECK 01/31/2007 11:52:38 AM dalberto

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-25; FX

\*\*\* NOTES 1/31/2007 12:09:26 PM, dalberto, Action Type : Call from Customer

The customer is calling for assistance with cost or repair. Customer states that he is still having the same issues as in Service bulletin #04-015 regarding Combination light. The customer is having to replace Combination Light switch and feels that AHM is responsible for cost due to this bulletin. I advised customer that safety recall has been taken care of. I informed the customer that safety recalls are done once if the same problem occurs after that it would be at owner's expense. The customer understood information provided. I advised the customer that the Manufacturers warranty of 3 years/36k miles which ever comes first has expired so any repairs would be at the owner's expense.

The customer hasn't owned Honda's previously and does/doesn't take the vehicle to the dealer for regular maintenance. The vehicle has been diagnosis at Faulkner Honda. Check engine light was off. They quoted \$115.00 for repair. The customer is very persistent.

For customer satisfaction I will forward the case to a CM for review. I advised the customer that creating a case will begin the review process and that there are no guarantees it will be approved because it is outside the warranty parameters. I advised the customer that the CM will be contacting the customer regarding the case. I provided the case # for the reference.

The customer understood the information provided. I asked if I could assist the customer further, I thanked the customer for calling and the call was ended.

Updated the customer's contact information.

\*\*\* CASE MODIFY 1/31/2007 12:09:45 PM, dalberto

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 1/31/2007 12:23:44 PM, dalberto

N032007-01-310I077 to bwalker, WIP

\*\*\* CASE RULE ACTION 1/31/2007 12:23:45 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 1/31/2007 1:25:09 PM, bwalker

Case History

Case ID : N032007-01-3101077

Case Title : 05M- [REDACTED] COMBINATION LIGHT SWITCH ASSISTANCE

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2007 1:25:17 PM, bwalker  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2007 1:26:32 PM, bwalker  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 1/31/2007 1:26:36 PM, bwalker  
N032007-01-3101077 to dalberto, WIP

\*\*\* CASE RULE ACTION 1/31/2007 1:26:38 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 1/31/2007 2:08:24 PM, dalberto, Action Type : Call from Customer  
Case open as N03 in error should be N01.

\*\*\* CASE CREATE 1/31/2007 2:13:44 PM, dalberto  
Number = N032007-01-3101077-1, Created in WIP default with due date 02/01/2007 02:13:44 PM..

\*\*\* SUBCASE N032007-01-3101077-1 CREATE 1/31/2007 2:13:44 PM, dalberto, Action Type :  
Created in WIP default with due date 02/01/2007 02:13:44 PM.

\*\*\* SUBCASE N032007-01-3101077-1 MODIFY 1/31/2007 2:13:54 PM, dalberto  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2007 2:14:09 PM, dalberto  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 1/31/2007 2:14:20 PM, dalberto  
N032007-01-3101077 to bwalker, WIP

\*\*\* CASE RULE ACTION 1/31/2007 2:14:21 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N032007-01-3101077-1 YANKED 1/31/2007 2:20:13 PM, bwalker  
Yanked by bwalker into WIPbin default.

\*\*\* SUBCASE N032007-01-3101077-1 MODIFY 1/31/2007 2:20:30 PM, bwalker  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032007-01-3101077-1 CLOSE 1/31/2007 2:20:37 PM, bwalker  
Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 1/31/2007 2:21:36 PM, bwalker, Action Type : Note-General  
This case has been reviewed and should have been opened as an N01. The case will be sent to the N03 to Honda queue.

\*\*\* CASE MODIFY 1/31/2007 2:21:44 PM, bwalker  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/31/2007 2:21:58 PM, bwalker  
from WIP default to Queue N03 to Honda.

\*\*\* NOTES 1/31/2007 2:56:27 PM, sscott, Action Type : Note-General

**Case History**

Case ID : N032007-01-3101077

Case Title : 05M- [REDACTED] COMBINATION LIGHT SWITCH ASSISTANCE

ACS replaced N03 with N01207-01-3101799

\*\*\* CASE YANKED 1/31/2007 2:56:30 PM, sscott

Yanked by sscott into WIPbin default.

\*\*\* CASE CLOSE 1/31/2007 2:57:19 PM, sscott

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N012007-01-3101799 Division : Honda - Auto Condition : Closed Open Date : 1/31/2007 2:53:22 PM  
 Case Originator : Shaunda Scott (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 2/6/2007 12:51:30 PM  
 Case Owner : Jeff McCaughan (Team SB) Method : Phone Queue : Days Open : 6  
 Last Closed By : Jeff McCaughan (Team SB) Point of Origin : Customer Wipbin :  
 Case Title : (FAULKNER HONDA) 5M- [REDACTED] N032007-01-3101077 COMB.LIG 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 : HARRISBURG, PA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM22531L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2251PW / A  
 Miles / Hours : 50,000  
 In Service Date : 04/25/2001  
 Months In Use : 69  
 Engine Number : D17A11467121  
 Originating Dealer No. / Name : 208047 / ANDERSON HONDA  
 Selling Dealer No. / Name : 207606 / FAULKNER HONDA  
 Trim : LX  
 No. Of Doors : 2  
 Transmission Code : 4AT  
 Exterior Color : BK  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 207606 / FAULKNER HONDA  
 Phone No. : 717-232-8800  
 Address : 2008 PAXTON STREET  
 City / State / Zip : HARRISBURG, PA 17111  
 Svc District / Sls District : 05M / D05  
 Warranty Labor Rate / Date : \$85.00 /  
 Agent Name : Comp Ind. :

#### Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

#### 3rd Party Info :

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

#### Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-01-3101799-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-01-3101799-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2007 8:49:54 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 2/6/2007 12:51:29 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Medium  
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



**AMERICAN HONDA**

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case History

Case ID : N012007-01-3101799

Case Title : (FAULKNER HONDA) 5M- - N032007-01-3101077 COMB.LIGHT SWIT

\*\*\* NOTES 1/31/2007 2:53:22 PM, sscott, Action Type :

\*\*\* WARRANTY CHECK 01/31/2007 11:29:43 AM dalberto

No data found for VIN.

\*\*\* CLAIM CHECK 01/31/2007 11:29:47 AM dalberto

The following Claim History information was found

0; 2004-03-19; 207606; 059841; 510; 310110 : FUEL TANK FILLER CAP - REPLACE.

\*\*\* CAMPAIGN CHECK 01/31/2007 11:29:52 AM dalberto

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-25; FX

\*\*\* CAMPAIGN CHECK 01/31/2007 11:30:46 AM dalberto

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-25; FX

\*\*\* CAMPAIGN CHECK 01/31/2007 11:30:55 AM dalberto

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-25; FX

\*\*\* CAMPAIGN CHECK 01/31/2007 11:31:00 AM dalberto

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; : JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-25; FX

\*\*\* VSC CHECK 01/31/2007 11:32:07 AM dalberto

The following VSC information was found

STACEY;ROEBUCK;V001009295;A57;(NEW) PREMIUM 5YR 75K \$50 DED;EXPIRED;;2001-04-25;2006-04-24;75000;162;207606;50.00

\*\*\* CUC CHECK 01/31/2007 11:32:07 AM dalberto

The following CUC information was found:

```

:::0:0:0:.....0::

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\*\*\* CAMPAIGN CHECK 01/31/2007 11:52:38 AM dalberto

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-25; FX

\*\*\* NOTES 01/31/2007 12:09:26 dalberto Action Type: Call from Customer

Case History

Case ID : N012007-01-3101799

Case Title : (FAULKNER HONDA) 5M- [REDACTED] N032007-01-3101077 COMB.LIGHT SWIT

The customer is calling for assistance with cost or repair. Customer states that he is still having the same issues as in Service bulletin #04-015 regarding Combination light. The customer is having to replace Combination Light switch and feels that AHM is responsible for cost due to this bulletin. I advised customer that safety recall has been taken care of. I informed the customer that safety recalls are done once if the same problem occurs after that it would be at owner's expense. The customer understood information provided. I advised the customer that the Manufacturers warranty of 3 years/36k miles which ever comes first has expired so any repairs would be at the owner's expense.

The customer hasn't owned Honda's previously and does/doesn't take the vehicle to the dealer for regular maintenance. The vehicle has been diagnosis at Faulkner Honda. Check engine light was off. They quoted \$115.00 for repair. The customer is very persistent.

For customer satisfaction I will forward the case to a CM for review. I advised the customer that creating a case will begin the review process and that there are no guarantees it will be approved because it is outside the warranty parameters. I advised the customer that the CM will be contacting the customer regarding the case. I provided the case # for the reference.

The customer understood the information provided. I asked if I could assist the customer further, I thanked the customer for calling and the call was ended.

I updated the customer's contact information.

\*\*\* NOTES 01/31/2007 14:08:24 dalberto Action Type: Call from Customer  
Case open as N03 in error should be N01.

\*\*\* SUBCASE N032007-01-3101077-1 CREATED 01/31/2007 14:13:44 dalberto

\*\*\* NOTES 01/31/2007 14:21:36 bwalker Action Type: Note-General  
This case has been reviewed and should have been opened as an N01. The case will be sent to the N03 to Honda queue.

\*\*\* CASE CREATE 1/31/2007 2:53:22 PM, sscott

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

\*\*\* CASE MODIFY 1/31/2007 2:55:26 PM, sscott  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2007 2:55:28 PM, sscott  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2007 2:55:28 PM, sscott  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/31/2007 2:55:38 PM, sscott  
from WIP default to Queue Honda Team G.

\*\*\* CASE YANKED 2/1/2007 8:48:14 AM, jmccaugh  
Yanked by jmccaugh into WIPbin default.

\*\*\* CASE MODIFY 2/1/2007 8:48:57 AM, jmccaugh  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012007-01-3101799-1 CREATE 2/1/2007 8:49:54 AM, jmccaugh  
Created in WIP Default with Due Date 2/1/2007 8:49:54 AM.

Case History

Case ID : N012007-01-3101799

Case Title : (FAULKNER HONDA) 5M-[REDACTED]- N032007-01-3101077 COMB.LIGHT SWIT

\*\*\* CASE CAMPAIGN LOOKUP 2/1/2007 8:51:35 AM, jmccaugh

CAMPAIGN CHECK 02/01/2007 08:51:35 AM jmccaugh

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-25; FX

\*\*\* COMMIT 2/1/2007 8:53:27 AM, jmccaugh, Action Type : N/A

Made to [REDACTED] due 02/02/2007 12:00:00 AM.

Call the customer.

\*\*\* NOTES 2/1/2007 8:56:02 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and the VM states that this is [REDACTED] I left a detailed VM, and requested a call back from [REDACTED]

\*\*\* CASE FULFILL 2/1/2007 8:59:14 AM, jmccaugh

Fulfilled for [REDACTED] due 02/02/2007 12:00:00 AM.

\*\*\* COMMIT 2/1/2007 8:59:16 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

\*\*\* NOTES 2/1/2007 9:00:47 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):Light switch replacement needed. What is your diagnosis? Please call me ASAP to advise.

1 (800) 999-1009 ext. 118055

Thank you for your attention to this matter.

Jeff McCaughan

Automobile Customer Service

\*\*\* NOTES 2/2/2007 10:01:35 AM, pwalker, Action Type : Call from Customer

The customer called to speak with the case manager. I advised the customer that the case manger is currently not available. i provided him with the direct extension. He understood.

\*\*\* NOTES 2/2/2007 10:11:38 AM, jmccaugh, Action Type : Note-Third Party

Brenda Nilinger called back and left a VM. She informed me that she works for Nutro, and I have the wrong #.

\*\*\* NOTES 2/2/2007 10:13:59 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Frank and left a detailed VM, requesting he call me back ASAP.

\*\*\* CASE FULFILL 2/2/2007 10:14:06 AM, jmccaugh

Fulfilled for [REDACTED] due 02/02/2007 12:00:00 AM.

\*\*\* COMMIT 2/2/2007 10:14:08 AM, jmccaugh, Action Type : N/A

Call the customer.

\*\*\* NOTES 2/2/2007 11:48:15 AM, qmiller, Action Type : Call from Customer

Case History

Case ID : N012007-01-3101799

Case Title : (FAULKNER HONDA) 5M- [REDACTED] N032007-01-3101077 COMB.LIGHT SWIT

Customer called to speak with CM; ACS found CM to be unavailable and ACS offered to transfer customer to the VM of the CM, but he declined stating that he is not waiting anymore his vehicle has been at the dealership for 3days and he needs his vehicle. ACS informed the customer that case was opened on Wednesday 01/31/07 and the turn around time is typically 1-2 business to receive contact, but at the point of contact does not mean the case will be resolved at that time. Customer stated that he would wait 30min and then he was calling back and the call was ended.

\*\*\* NOTES 2/2/2007 12:43:10 PM, jmccaugh, Action Type : Call from Dealer

Service Mgr. Frank called and he informed me that the customer has very good service history. The dlr did not authorize any GW because of the excessive mileage. DPSM was not called. I authorized the one time GW assistance 100%. RO # 343187.

\*\*\* NOTES 2/5/2007 2:01:06 PM, jmccaugh, Action Type : Note-Third Party

Dave Regan called and left a VM. He requested I call him back @ (717) 226-7724.

\*\*\* NOTES 2/5/2007 2:03:36 PM, jmccaugh, Action Type : Call to Customer

I called Mr. Regan back @ (717) 226-7724, as requested, and left a VM. I requested he call me back ASAP.

\*\*\* NOTES 2/5/2007 2:07:49 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Frank and left a VM, requesting a call back ASAP.

\*\*\* NOTES 2/5/2007 2:13:26 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Frank and was informed he is gone for the day. I spoke to the SA Matt, and he informed me that the vehicle was repaired on Friday. The registered owner is [REDACTED]. I verified the same mailing address. Matt stated she did have a male individual with her on Friday when she picked up, perhaps this is [REDACTED]. Customer seemed pleased with the GW assistance that AHM had provided to help her with the repair.

\*\*\* NOTES 2/6/2007 9:38:20 AM, jmccaugh, Action Type : Call from Dealer

Service Mgr. Frank called and left a VM. He informed me that the repair was completed on Friday. The one time GW assistance was provided to the customer, when he was getting ready to pay the cashier. The confusion with this case is that they are dealing with the mother, daughter and boy friend. Jim Myers is the SA working with these people. He can be reached @ (717) 213-3393.

\*\*\* NOTES 2/6/2007 11:05:06 AM, jmccaugh, Action Type : Note-Third Party

I called [REDACTED] (boyfriend) on his cell phone. I left a VM, and requested he call me back.

\*\*\* NOTES 2/6/2007 12:44:54 PM, jmccaugh, Action Type : Call from Customer

Customer [REDACTED] called back and left a VM. He informed me that he was pleased with the GW assistance that he and his fiance had received from Honda. He was not happy with the speediness of the assistance. No further assistance requested and he hung up.

\*\*\* NOTES 2/6/2007 12:50:18 PM, jmccaugh, Action Type : Note-Third Party

I called [REDACTED] back on his cell phone. I thanked him for returning my call. I apologized with the perception he had that I had not responded to his fiance's needs in a timely manner. I informed him of the circumstances that prevented me from contacting his fiance sooner with our decision of GW. I thanked him for his understanding and encouraged him to call back.

\*\*\* SUBCASE N012007-01-3101799-1 CLOSE 2/6/2007 12:51:29 PM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/6/2007 12:51:30 PM, jmccaugh

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032012-02-1601527	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/16/2012 1:13:54 PM
Case Originator :	Evelyn Sagrero (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/16/2012 1:23:10 PM
Case Owner :	Evelyn Sagrero (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Evelyn Sagrero (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	MA. [REDACTED]					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 : BEAR, DE [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM229X1L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291JW / A  
Miles / Hours :  
In Service Date : 12/28/2000  
Months In Use : 134  
Engine Number : D17A21434810  
Originating Dealer No. / Name : 207105 / CLAIR HONDA  
Selling Dealer No. / Name : 206880 / GERRISH HONDA  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : GN  
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 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
N032012-02-1601527-1 / [REDACTED] CAMPAIGN -	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032012-02-1601527-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Evelyn Sagrero	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/16/2012 1:15:16 PM
Issue Owner : Evelyn Sagrero	Type 2 : Eligibility	Queue :	Close Date : 2/16/2012 1:23:10 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032012-02-1601527

Case Title [REDACTED] - P23

\*\*\* CASE CREATE 2/16/2012 1:13:54 PM. esagrero

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

\*\*\* CASE CREATE 2/16/2012 1:15:16 PM. esagrero

Number = N032012-02-1601527-1, Created in WIP default with due date 02/17/2012 01:15:16 PM..

\*\*\* SUBCASE N032012-02-1601527-1 CREATE 2/16/2012 1:15:16 PM. esagrero, Action Type :

Created in WIP default with due date 02/17/2012 01:15:16 PM.

\*\*\* SUBCASE N032012-02-1601527-1 MODIFY 2/16/2012 1:15:21 PM. esagrero

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/16/2012 1:15:30 PM. esagrero

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/16/2012 1:16:01 PM. esagrero

into WIP default and Status of Solving.

\*\*\* NOTES 2/16/2012 1:23:05 PM. esagrero. Action Type : Call from Customer

P23

All info updated

Customer called in because he is having problems with his headlights. He said they both went out at the same time. He thinks it may be related to this recall. He wants to know what to do.

I advised he can have a Honda dealer check the situation. If it is recall related, it will be taken care of at no expense to him. If it is not related, he would need to cover the expenses of fixing it. He understands. No other info needed. I thanked him for calling AHM and we mutually ended the call.

\*\*\* SUBCASE N032012-02-1601527-1 CLOSE 2/16/2012 1:23:10 PM. esagrero

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/16/2012 1:23:10 PM. esagrero

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

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-08-0902576	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/9/2010 12:02:18 PM
Case Originator :	Arlilu Padungyothee (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/9/2010 12:07:00 PM
Case Owner :	Arlilu Padungyothee (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Arlilu Padungyothee (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT SWITCH INQUIRY			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 : ITHACA, NY [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22941L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 83,000  
In Service Date : 03/16/2002  
Months In Use : 101  
Engine Number : D17A21435083  
Originating Dealer No. / Name : 206609 / ROSENTHAL HONDA  
Selling Dealer No. / Name : 206609 / ROSENTHAL HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : GN  
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
N032010-08-0902576-1 / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights



Issue Details

Issue ID : N032010-08-0902576-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/9/2010 12:03:10 PM
Issue Owner : Arlilu Padungyothee	Type 2 : Eligibility	Queue :	Close Date : 8/9/2010 12:07:00 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032010-08-0902576

Case Title : [REDACTED] COMBINATION LIGHT SWITCH INQUIRY

\*\*\* CASE CREATE 8/9/2010 12:02:18 PM, apadungy

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

\*\*\* CASE CAMPAIGN LOOKUP 8/9/2010 12:02:22 PM, apadungy

CAMPAIGN CHECK 08/09/2010 12:02:22 PM apadungy

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/11/04; FX;

\*\*\* CASE VSC LOOKUP 8/9/2010 12:02:22 PM, apadungy

VSC-CUC CHECK 08/09/2010 12:02:22 PM apadungy

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/9/2010 12:02:25 PM, apadungy

CLAIM HISTORY CHECK 08/09/2010 12:02:25 PM apadungy

No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/9/2010 12:02:27 PM, apadungy

WARRANTY CHECK 08/09/2010 12:02:27 PM apadungy

No data found for VIN.

\*\*\* CASE CREATE 8/9/2010 12:03:10 PM, apadungy

Number = N032010-08-0902576-1, Created in WIP default with due date 08/10/2010 12:03:10 PM..

\*\*\* SUBCASE N032010-08-0902576-1 CREATE 8/9/2010 12:03:10 PM, apadungy, Action Type :

Created in WIP default with due date 08/10/2010 12:03:10 PM.

\*\*\* SUBCASE N032010-08-0902576-1 MODIFY 8/9/2010 12:03:15 PM, apadungy

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/9/2010 12:03:25 PM, apadungy

into WIP default and Status of Solving.

\*\*\* NOTES 8/9/2010 12:06:51 PM, apadungy, Action Type : Call from Customer

The customer called AHM due to the low beam headlights not working but the high beams still work. He informed he read there is a recall for this issue and the previous owner had the recall done, but this is the same issue. I informed him it is suggested that the vehicle be taken to the Honda dealership for a diagnosis and if the issue is pertaining to the recall the repairs would be covered under the recall a second time. He thanked and call ended as he will call his dealership.

\*\*\* CASE CLOSE 8/9/2010 12:07:00 PM, apadungy

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

\*\*\* SUBCASE N032010-08-0902576-1 CLOSE 8/9/2010 12:07:00 PM, apadungy

Status = Solving, Resolution Code = Instruction Given

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032010-09-1500587	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/15/2010 10:12:17 AM
Case Originator :	Waderia Lambert (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/15/2010 10:19:23 AM
Case Owner :	Waderia Lambert (Team CG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Waderia Lambert (Team CG)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS CONCERNS			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 :	WILLOW STREET, PA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

## Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGEM22531L [REDACTED]
Model / Year :	CIVIC / 2001
Model ID / Product Line :	EM2251PW / A
Miles / Hours :	169,000
In Service Date :	04/12/2001
Months In Use :	113
Engine Number :	D17A11469686
Originating Dealer No. / Name :	207858 / RAY PRICE HONDA
Selling Dealer No. / Name :	207858 / RAY PRICE HONDA
Trim :	LX
No. Of Doors :	2
Transmission Code :	4AT
Exterior Color :	YE
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
N032010-09-1500587-1 [REDACTED]	PRO Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032010-09-1500587-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 9/15/2010 10:19:05 AM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 9/15/2010 10:19:23 AM
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 : Documented Concern, Provided Information, Updated 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 : N032010-09-1500587

Case Title : [REDACTED] - HEADLIGHTS CONCERNS

\*\*\* CASE CREATE 9/15/2010 10:12:17 AM, wlambert

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/15/2010 10:12:18 AM, wlambert

WARRANTY CHECK 09/15/2010 10:12:18 AM wlambert

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/15/2010 10:12:20 AM, wlambert

CLAIM HISTORY CHECK 09/15/2010 10:12:20 AM wlambert

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/15/2010 10:12:24 AM, wlambert

CAMPAIGN CHECK 09/15/2010 10:12:24 AM wlambert

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/21/07; FX;

\*\*\* CASE VSC LOOKUP 9/15/2010 10:12:26 AM, wlambert

VSC-CUC CHECK 09/15/2010 10:12:26 AM wlambert

No data found for VIN.

\*\*\* CASE MODIFY 9/15/2010 10:12:30 AM, wlambert

into WIP default and Status of Solving.

\*\*\* NOTES 9/15/2010 10:18:32 AM, wlambert, Action Type : Call from Customer

The customer called to report the headlights went out and there was smoke near the steering wheel area. The customer noticed a recall for the headlights and wanted to know if the vehicle is part of the recall.

The customer's contact information was added as the new owner.

The customer was advised about the vehicle is part of the combination light switch recall. The customer was advised to have the vehicle inspected at the Honda dealership and if the dealership finds the problem with the headlights falls under the recall than the repairs are covered. The customer stated that he will contact the dealership. The customer did not require any additional assistance.

\*\*\* CASE MODIFY 9/15/2010 10:18:42 AM, wlambert

into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-09-1500587-1 CREATE 9/15/2010 10:19:05 AM, wlambert

Created in WIP Default with Due Date 9/15/2010 10:19:05 AM.

\*\*\* CASE MODIFY 9/15/2010 10:19:15 AM, wlambert

into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-09-1500587-1 CLOSE 9/15/2010 10:19:23 AM, wlambert

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/15/2010 10:19:23 AM, wlambert

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

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-12-1601513	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/16/2010 3:37:46 PM
Case Originator :	Patricia Becerra (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/16/2010 4:20:21 PM
Case Owner :	Patricia Becerra (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Patricia Becerra (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] VICKI - COMBINATION LIGHT SWITCH RECALL					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 : PORTLAND, OR [REDACTED]  
E Mail : [REDACTED]  
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22581L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 85,000  
In Service Date : 11/08/2001  
Months In Use : 109  
Engine Number : D17A11470188  
Originating Dealer No. / Name : 207060 / BOB THOMAS HONDA  
Selling Dealer No. / Name : 207060 / BOB THOMAS HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :  
Phone No. :  
Address :  
City / State / Zip :  
Svc District / 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
N032010-12-1601513-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032010-12-1601513-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Patricia Becerra	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/16/2010 4:19:52 PM
Issue Owner : Patricia Becerra	Type 2 : Eligibility	Queue :	Close Date : 12/16/2010 4:20:12 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Cold  
Resolutions : Updated Information, 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 : N032010-12-1601513

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

\*\*\* CASE CREATE 12/16/2010 3:37:46 PM, pbecerra

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

\*\*\* CASE MODIFY 12/16/2010 4:01:11 PM, pbecerra

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/16/2010 4:15:15 PM, pbecerra

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/16/2010 4:16:35 PM, pbecerra

into WIP default and Status of Solving.

\*\*\* NOTES 12/16/2010 4:17:26 PM, pbecerra, Action Type : Call from Customer

The customer's information was verified and updated.

The owner's husband, [REDACTED] called stating that he believes his vehicle is experiencing problems with his vehicle that are related to the combination light switch safety recall previously completed. I advised the customer that he would first need to have the vehicle diagnosed by a Honda dealer to determine if his concern is in relation to the recall. I then advised the customer that if the dealer confirmed that the problem was recall related, the dealer would take care of the repairs at no extra cost to him. The customer understood and no further assistance was required.

\*\*\* CASE MODIFY 12/16/2010 4:17:30 PM, pbecerra

into WIP default and Status of Solving.

\*\*\* CASE CREATE 12/16/2010 4:19:52 PM, pbecerra

Number = N032010-12-1601513-1, Created in WIP default with due date 12/17/2010 04:19:52 PM..

\*\*\* SUBCASE N032010-12-1601513-1 CREATE 12/16/2010 4:19:52 PM, pbecerra, Action Type :

Created in WIP default with due date 12/17/2010 04:19:52 PM.

\*\*\* SUBCASE N032010-12-1601513-1 MODIFY 12/16/2010 4:20:08 PM, pbecerra

into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-12-1601513-1 CLOSE 12/16/2010 4:20:12 PM, pbecerra

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 12/16/2010 4:20:17 PM, pbecerra

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/16/2010 4:20:18 PM, pbecerra

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 12/16/2010 4:20:21 PM, pbecerra

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



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID :	N032007-08-1600301	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/16/2007 8:45:57 AM
Case Originator :	Gustavo Chavarria (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/16/2007 9:01:29 AM
Case Owner :	Gustavo Chavarria (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Gustavo Chavarria (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	01H - [REDACTED] - LOW BEAM LIGHTS 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 : EL MONTE, CA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22911L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 100,000  
In Service Date : 12/14/2000  
Months In Use : 80  
Engine Number : D17A21437234  
Originating Dealer No. / Name : 208253 / RIVERSIDE HONDA  
Selling Dealer No. / Name : 206731 / NELSON HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
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 : 207471 / HONDA CARS OF CORONA  
Phone No. : 951-734-8400  
Address : 1080 POMONA ROAD  
City / State / Zip : CORONA, CA 92882  
Svc District / Sls District : 01B / D01  
Warranty Labor Rate / Date : \$114.00 /  
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
N032007-08-1600301-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032007-08-1600301-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gustavo Chavarria	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/16/2007 8:53:33 AM
Issue Owner : Gustavo Chavarria	Type 2 : Eligibility	Queue :	Close Date : 8/16/2007 9:01:28 AM
Issue Title : [REDACTED]	- ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : Referred to Dealer, Updated Information, 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 : N032007-08-1600301

Case Title : 01H [REDACTED] LOW BEAM LIGHTS FAILURE

\*\*\* CASE CREATE 8/16/2007 8:45:57 AM, gchavarr

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

\*\*\* CASE MODIFY 8/16/2007 8:47:50 AM, gchavarr

into WIP default and Status of Solving.

\*\*\* CASE CREATE 8/16/2007 8:53:33 AM, gchavarr

Number = N032007-08-1600301-1, Created in WIP default with due date 08/17/2007 08:53:33 AM..

\*\*\* SUBCASE N032007-08-1600301-1 CREATE 8/16/2007 8:53:33 AM, gchavarr, Action Type :

Created in WIP default with due date 08/17/2007 08:53:33 AM.

\*\*\* SUBCASE N032007-08-1600301-1 MODIFY 8/16/2007 8:53:50 AM, gchavarr

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/16/2007 8:54:12 AM, gchavarr

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 8/16/2007 8:54:25 AM, gchavarr

CAMPAIGN CHECK 08/16/2007 08:54:25 AM gchavarr

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE MODIFY 8/16/2007 8:54:55 AM, gchavarr

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/16/2007 8:55:06 AM, gchavarr

WARRANTY CHECK 08/16/2007 08:55:06 AM gchavarr

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/16/2007 8:55:10 AM, gchavarr

CLAIM HISTORY CHECK 08/16/2007 08:55:10 AM gchavarr

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 8/16/2007 8:55:14 AM, gchavarr

CAMPAIGN CHECK 08/16/2007 08:55:14 AM gchavarr

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE VSC LOOKUP 8/16/2007 8:55:18 AM, gchavarr

VSC-CUC CHECK 08/16/2007 08:55:17 AM gchavarr

No data found for VIN.

\*\*\* CASE MODIFY 8/16/2007 8:55:35 AM, gchavarr

into WIP default and Status of Solving.

\*\*\* NOTES 8/16/2007 8:56:44 AM, gchavarr, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N032007-08-1600301

Case Title : 01H - [REDACTED] LOW BEAM LIGHTS FAILURE

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

Customer will be contacting your service dpt to schedule an appt for inwarranty service for safety recall on Combination Light Switch s/b 04-015. Customer stated that her low beams are not operating. Thanks.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Gustavo Chavarria  
Automobile Customer Service

\*\*\* NOTES 8/16/2007 9:01:18 AM, gchavarr, Action Type : Call from Customer

Received incoming call from customer, verified home address and all contact numbers. Customer called stating that her low beam lights are not working. Customer stated that at first she thought that her light bulbs had burned out and went ahead and had them replaced 1 week ago and not the low beams are not operating again. Customer stated that she was informed that there was a safety recall on the low beam lights and asked if her vehicle was affected by this issue.

I checked the campaign tab and I did find an outstanding issue with s/b 04-015 for safety recall on Combination Light Switch. I confirmed with customer that her vehicle was affected by this issue and I read the complete background to her. Customer asked for the contact number to Honda Cars of Corona so she can contact them today to schedule an appointment for the service to be performed today or tomorrow. I provided customer their contact numbers.

I asked customer if I could further assist her, customer declined further assistance. I thanked customer for contacting AHM and the call was released. Case closed.

\*\*\* CASE MODIFY 8/16/2007 9:01:20 AM, gchavarr  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032007-08-1600301-1 CLOSE 8/16/2007 9:01:28 AM, gchavarr  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/16/2007 9:01:29 AM, gchavarr  
Status = Closed, Resolution Code = Instruction Given, State = Open

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032004-04-2700972 Division : Honda - Auto Condition : Closed Open Date : 4/27/2004 1:13:39 PM  
Case Originator : Nika Trantham (Team CG) Sub Division : Satellite Center Status : Closed Close Date : 4/27/2004 1:30:05 PM  
Case Owner : Nika Trantham (Team CG) Method : Phone Queue : Days Open : 0  
Last Closed By : Nika Trantham (Team CG) Point of Origin : Customer Wipbin :  
Case Title : [REDACTED] REIMBURSEMENT REQUEST/HEADLIGHT SWITCH RE 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 : WEATHERFORD, TX [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22981L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 69,726  
In Service Date : 01/18/2001  
Months In Use : 39  
Engine Number : D17A21437959  
Originating Dealer No. / Name : 207993 / FRANK KENT HONDA  
Selling Dealer No. / Name : 207993 / FRANK KENT HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-04-2700972-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-04-2700972-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/27/2004 1:22:46 PM
Issue Owner : Nika Trantham	Type 2 : Eligibility	Queue :	Close Date : 4/27/2004 1:30:04 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
Resolutions : 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 : N032004-04-2700972

Case Title : [REDACTED] - REIMBURSEMENT REQUEST/HEADLIGHT SWITCH RECALL

\*\*\* CASE CREATE 4/27/2004 1:13:39 PM, ntrantha

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

\*\*\* CASE CREATE 4/27/2004 1:22:46 PM, ntrantha

Number = N032004-04-2700972-1, Created in WIP default with due date 04/28/2004 01:22:46 PM..

\*\*\* SUBCASE N032004-04-2700972-1 CREATE 4/27/2004 1:22:46 PM, ntrantha, Action Type :

Created in WIP default with due date 04/28/2004 01:22:46 PM.

\*\*\* SUBCASE N032004-04-2700972-1 MODIFY 4/27/2004 1:23:09 PM, ntrantha

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/27/2004 1:23:21 PM, ntrantha

into WIP default and Status of Solving.

\*\*\* NOTES 4/27/2004 1:29:44 PM, ntrantha, Action Type : Call from Customer

The customer called requesting reimbursement for the repair of her headlights at an independent shop. The customer states her headlights went out and she had them repaired before she found out about the headlight safety recall. I advised the customer she would need to fax in a copy of the repair order, showing diagnosis and repair as well as proof of payment for the repair. The customer understood. I provided the customer with the fax number 909-664-9009. I educated the customer that the reimbursement time frame is approximately 4-6 weeks after receipt of the documents.

The customer stated she would also be seeking reimbursement for a ticket she got for driving without headlights. I advised the customer that it is not our policy to reimburse for that issue but that she was free to fax in the documents and request it.

I provided the customer with the case number and instructed her to include it on her documentation. The customer understood. I am closing the case.

\*\*\* SUBCASE N032004-04-2700972-1 CLOSE 4/27/2004 1:30:04 PM, ntrantha

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/27/2004 1:30:05 PM, ntrantha

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N012007-11-3000910	Division : Honda - Auto	Condition : Closed	Open Date : 11/30/2007 1:11:39 PM
Case Originator : Jesse Paton (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/4/2007 8:35:25 AM
Case Owner : Jose Acosta (Team CB)	Method : Phone	Queue :	Days Open : 4
Last Closed By : Jose Acosta (Team CB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] TSB SAFETY RECALL 04-015, SAFETY RECALL	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 : [REDACTED]  
Cell / Pager No : [REDACTED]  
Fax No. : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : LAFAYETTE, CO [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / THGEM229211 [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291JW / A  
Miles / Hours : 91,494  
In Service Date : 01/11/2001  
Months In Use : 82  
Engine Number : D17A21438907  
Originating Dealer No. / Name : 206587 / EMPIRE HONDA, INC.  
Selling Dealer No. / Name : 207651 / FRONTIER HONDA LTD.  
Trim : EX SSRS  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

Current Dealer No. / Name :  
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 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
N012007-11-3000910-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights
N012007-11-3000910-2 [REDACTED] - CAMPA	Subcase Close	Campaign	Financial Assistance	712	Headlights



## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-11-3000910-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 11/30/2007 4:06:04 PM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 12/3/2007 3:48:11 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 : Repaired/Cust. Pay  
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 : N012007-11-3000910-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jose Acosta	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/3/2007 4:31:41 PM
Issue Owner : Laura Jones	Type 2 : Financial Assistance	Queue :	Close Date : 12/3/2007 4:41:02 PM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Other 712X  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Please Specify  
Resolutions : Forward to Call Ctr  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-11-3000910

Case Title : 10J [REDACTED] - TSB SAFETY RECALL 04-015, SAFETY RECALL

\*\*\* CASE CREATE 11/30/2007 1:11:39 PM, jpaton

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

\*\*\* CASE MODIFY 11/30/2007 1:11:49 PM, jpaton

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/30/2007 1:12:39 PM, jpaton

into WIP default and Status of Solving.

\*\*\* NOTES 11/30/2007 1:16:28 PM, jpaton, Action Type : Call from Customer

The customer called as the headlight went out and the headlight switch had to be replaced. The customer states that she was told that there was a recall and that she should not have to pay for the repairs. After checking for campaigns, bulletin 04-015 was the right campaign. The customer paid \$100.55 for the repair and would like to be reimbursed. I informed the customer of her case number and that the case would be forwarded for review. The customer needed no further assistance at this time.

\*\*\* CASE CAMPAIGN LOOKUP 11/30/2007 1:16:29 PM, jpaton

CAMPAIGN CHECK 11/30/2007 01:16:29 PM jpaton

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

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

\*\*\* NOTES 11/30/2007 1:17:21 PM, jpaton, Action Type : Note-General

The customer did not go to a dealer as she was unaware of the campaign status on the vehicle.

\*\*\* CASE MODIFY 11/30/2007 1:17:29 PM, jpaton

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/30/2007 1:18:22 PM, jpaton

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 11/30/2007 1:18:36 PM, jpaton

from WIP default to Queue Honda Team C.

\*\*\* CASE MODIFY 11/30/2007 1:19:11 PM, jpaton

into WIP default and Status of Solving.

\*\*\* CASE YANKED 11/30/2007 4:05:23 PM, rrubinof

Yanked by rrubinof into WIPbin default.

\*\*\* CASE MODIFY 11/30/2007 4:05:28 PM, rrubinof

into WIP default and Status of Solving.

\*\*\* SUBCASE N012007-11-3000910-1 CREATE 11/30/2007 4:06:04 PM, rrubinof

Created in WIP Default with Due Date 11/30/2007 4:06:04 PM.

\*\*\* COMMIT 11/30/2007 4:07:01 PM, rrubinof, Action Type : N/A

Made to NICOLE CARTER due 12/03/2007 04:07:02 PM.

Call customer.

\*\*\* CASE MODIFY 11/30/2007 4:23:26 PM, rrubinof

Case History

Case ID : N012007-11-3000910 Case Title : [REDACTED] - TSB SAFETY RECALL 04-015, SAFETY RECALL

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/3/2007 8:57:07 AM, rrubinof  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012007-11-3000910-1 CLOSE 12/3/2007 3:48:11 PM, rrubinof  
Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 12/3/2007 3:51:27 PM, rrubinof, Action Type : Call to Customer  
Advised for customer to please fax her RO for the head light switch to our campaign processing center @ 909-664-9009 as the vehicle falls under the  
TSB Safety Recall 04-015, Safety Recall: Combination Light switch. Customer understood. Will forward case to Chino for processing.

\*\*\* CASE MODIFY 12/3/2007 3:52:05 PM, rrubinof  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/3/2007 3:52:34 PM, rrubinof  
from WIP default to Queue Satellite Center.

\*\*\* CASE ACCEPT 12/3/2007 4:28:13 PM, ljones01  
from Queue Satellite Center to WIP Default.

\*\*\* CASE ASSIGN 12/3/2007 4:28:32 PM, ljones01  
N012007-11-3000910 to jacosta, WIP □!A,□!A,\$!A,N

\*\*\* CASE RULE ACTION 12/3/2007 4:28:33 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE CAMPAIGN LOOKUP 12/3/2007 4:30:08 PM, jacosta  
CAMPAIGN CHECK 12/03/2007 04:30:08 PM jacosta  
The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;  
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

\*\*\* CASE CREATE 12/3/2007 4:31:41 PM, jacosta  
Number = N012007-11-3000910-2, Created in WIP default with due date 12/04/2007 04:31:41 PM..

\*\*\* SUBCASE N012007-11-3000910-2 CREATE 12/3/2007 4:31:41 PM, jacosta, Action Type :  
Created in WIP default with due date 12/04/2007 04:31:41 PM.

\*\*\* SUBCASE N012007-11-3000910-2 ASSIGN 12/3/2007 4:31:54 PM, jacosta  
N012007-11-3000910-2 to ljones01, WIP

\*\*\* SUBCASE N012007-11-3000910-2 RULE ACTION 12/3/2007 4:31:55 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012007-11-3000910-2 MODIFY 12/3/2007 4:40:52 PM, ljones01  
into WIP Default and Status of Solving.

\*\*\* SUBCASE N012007-11-3000910-2 CLOSE 12/3/2007 4:41:02 PM, ljones01  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/4/2007 8:35:25 AM, jacosta

**Case History**

Case ID : N0I2007-11-3000910

Case Title : [REDACTED] - TSB SAFETY RECALL 04-015, SAFETY RECALL

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N032004-05-1300980	Division : Honda - Auto	Condition : Closed	Open Date : 5/13/2004 1:25:10 PM
Case Originator : Nika Trantham (Team CG)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/13/2004 1:35:08 PM
Case Owner : Nika Trantham (Team CG)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Nika Trantham (Team CG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - HEADLIGHT RECALL	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 : WESTFIELD, IN [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : [REDACTED]

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM22921L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2291MW / A  
 Miles / Hours : 65,000  
 In Service Date : 05/10/2001  
 Months In Use : 36  
 Engine Number : D17A21438987  
 Originating Dealer No. / Name : 207122 / HALL HONDA  
 Selling Dealer No. / Name : 207122 / HALL HONDA  
 Trim : EX  
 No. Of Doors : 2  
 Transmission Code : 4AT  
 Exterior Color : BK  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

#### Current Dealer Info :

Current Dealer No. / Name : 207104 / KOKOMO HONDA  
 Phone No. : 765-453-4111  
 Address : 3813 S. LAFOUNTAIN ST.  
 City / State / Zip : KOKOMO, IN 46902  
 Svc District / Sls District : 04E / G04  
 Warranty Labor Rate / Date : \$88.00 /  
 Agent Name : [REDACTED] 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
N032004-05-1300980-1 / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights
N032004-05-1300980-2 / [REDACTED] - DEALER	Subcase Close	Dealer Location	Locate / Info		

Issue Details

Issue ID : N032004-05-1300980-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/13/2004 1:34:14 PM
Issue Owner : Nika Trantham	Type 2 : Eligibility	Queue :	Close Date : 5/13/2004 1:35:07 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
Resolutions : Provided Information, 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 : N032004-05-1300980-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 5/13/2004 1:34:42 PM
Issue Owner : Nika Trantham	Type 2 : Locate / Info	Queue :	Close Date : 5/13/2004 1:35:08 PM
Issue Title : [REDACTED]	DEALER LOCATION - LOCATE / INFO		

**Coding Info :**

Labor Code / Desc : /  
Condition Code Desc :  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : Provided Information  
Component Category : NA - Please Specify  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N032004-05-1300980

Case Title : [REDACTED] HEADLIGHT RECALL

\*\*\* CASE CREATE 5/13/2004 1:25:10 PM, ntrantha

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

\*\*\* CASE CAMPAIGN LOOKUP 5/13/2004 1:26:14 PM, ntrantha

CAMPAIGN CHECK 05/13/2004 01:26:14 PM ntrantha

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/13/2004 1:26:19 PM, ntrantha

WARRANTY CHECK 05/13/2004 01:26:19 PM ntrantha

The following Warranty Status information was found

; 1A ; 2003-03-11; H; 0; 0;

; 1B ; 2003-03-11; H; 0; 0;

; 1C ; 2003-03-11; H; 0; 0;

; 1G ; 2003-0

\*\*\* CASE VSC LOOKUP 5/13/2004 1:26:23 PM, ntrantha

VSC-CUC CHECK 05/13/2004 01:26:23 PM ntrantha

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 5/13/2004 1:26:29 PM, ntrantha

CLAIM HISTORY CHECK 05/13/2004 01:26:29 PM ntrantha

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 5/13/2004 1:30:00 PM, ntrantha

CAMPAIGN CHECK 05/13/2004 01:30:00 PM ntrantha

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* NOTES 5/13/2004 1:32:38 PM, ntrantha, Action Type : Call from Customer

The customer called stating that she received the headlight recall notice about a week ago and now her headlights are out. The customer stated the notice was for the fog lights but her regular headlights have gone out.

I educated the customer that the recall notice she received is pertaining to her low beam headlights and that she should make an appointment with a dealership to get them repaired.

The customer requested the phone number to Kokomo Honda. I provided the customer with this information.

The customer was satisfied. No further assistance was needed.

\*\*\* CASE CREATE 5/13/2004 1:34:14 PM, ntrantha

Number = N032004-05-1300980-1, Created in WIP default with due date 05/14/2004 01:34:14 PM..

\*\*\* SUBCASE N032004-05-1300980-1 CREATE 5/13/2004 1:34:14 PM, ntrantha, Action Type :

Created in WIP default with due date 05/14/2004 01:34:14 PM.

\*\*\* SUBCASE N032004-05-1300980-1 MODIFY 5/13/2004 1:34:25 PM, ntrantha

into WIP default and Status of Solving.

\*\*\* SUBCASE N032004-05-1300980-2 CREATE 5/13/2004 1:34:42 PM, ntrantha

Case History

Case ID : N032004-05-1300980

Case Title : [REDACTED] HEADLIGHT RECALL

Created in WIP Default with Due Date 5/13/2004 1:34:42 PM.

\*\*\* CASE MODIFY 5/13/2004 1:34:53 PM, ntrantha  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032004-05-1300980-1 CLOSE 5/13/2004 1:35:07 PM, ntrantha  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N032004-05-1300980-2 CLOSE 5/13/2004 1:35:08 PM, ntrantha  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/13/2004 1:35:08 PM, ntrantha  
Status = Closed, Resolution Code = Instruction Given, State = Open



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

## Case Details

Case ID : N032009-05-2800847	Division : Honda - Auto	Condition : Closed	Open Date : 5/28/2009 11:35:48 AM
Case Originator : Suk Hong (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/28/2009 11:42:01 AM
Case Owner : Suk Hong (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Suk Hong (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] P23 INQUIRY		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 : CLAREMORE, OK [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22901 [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 170,000  
In Service Date : 03/01/2001  
Months In Use : 98  
Engine Number : D17A21438923  
Originating Dealer No. / Name : 207967 / WOLFCHASE HONDA  
Selling Dealer No. / Name : 207967 / WOLFCHASE HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

## Current Dealer Info :

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

## Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

## 3rd Party Info :

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

## Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-05-2800847-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-05-2800847-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Suk Hong	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/28/2009 11:41:53 AM
Issue Owner : Suk Hong	Type 2 : Eligibility	Queue :	Close Date : 5/28/2009 11:42:01 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code : Cold  
Resolutions : Provided Information, 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 : N032009-05-2800847

Case Title : [REDACTED] P23 INQUIRY

\*\*\* CASE CREATE 5/28/2009 11:35:48 AM, shong

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/28/2009 11:35:59 AM, shong

WARRANTY CHECK 05/28/2009 11:35:59 AM shong

The following Warranty Status information was found

; 1A ; 2006-05-16; H; 0; 0;  
; 1B ; 2006-05-16; H; 0; 0;  
; 1C ; 2006-05-16; H; 0; 0;  
; 1G ; 2006-05-1

\*\*\* CASE CLAIMS LOOKUP 5/28/2009 11:36:06 AM, shong

CLAIM HISTORY CHECK 05/28/2009 11:36:06 AM shong

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 5/28/2009 11:36:09 AM, shong

CAMPAIGN CHECK 05/28/2009 11:36:09 AM shong

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NM;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

\*\*\* CASE VSC LOOKUP 5/28/2009 11:36:10 AM, shong

VSC-CUC CHECK 05/28/2009 11:36:10 AM shong

No data found for VIN.

\*\*\* CASE MODIFY 5/28/2009 11:36:13 AM, shong

into WIP default and Status of Solving.

\*\*\* NOTES 5/28/2009 11:41:12 AM, shong, Action Type : Call from Customer

Mrs. Chelsea Harmon called AHM to check if her vehicle had any recalls on the headlights.

Customers contact information was added: [REDACTED]

Customer stated that she was driving last week, and her lowbeam headlights went out forcing her to use her high beams. I searched the customers database, and found that her vehicle was affected by the combination light switch recall. I advised her to contact her local dealership and take her vehicle into the dealership right away. Customer understood. I offered to locate a nearby dealership for her, but she denied and stated that she knows where theyre located. I asked if she needed any other assistance, and she denied. I thanked her for contacting AHM. The call ended.

\*\*\* CASE MODIFY 5/28/2009 11:41:20 AM, shong

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/28/2009 11:41:22 AM, shong

into WIP default and Status of Solving.

\*\*\* CASE CREATE 5/28/2009 11:41:53 AM, shong

Number = N032009-05-2800847-1, Created in WIP default with due date 05/29/2009 11:41:53 AM..

\*\*\* SUBCASE N032009-05-2800847-1 CREATE 5/28/2009 11:41:53 AM, shong, Action Type :

Created in WIP default with due date 05/29/2009 11:41:53 AM.

Case History

Case ID : N032009-05-2800847

Case Title : [REDACTED] P23 INQUIRY

\*\*\* SUBCASE N032009-05-2800847-1 MODIFY 5/28/2009 11:41:56 AM, shong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/28/2009 11:42:00 AM, shong  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032009-05-2800847-1 CLOSE 5/28/2009 11:42:01 AM, shong  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/28/2009 11:42:01 AM, shong  
Status = Closed, Resolution Code = Instruction Given, State = Open

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Case Detail Report

Run Date : 04/15/2012

## Case Details

Case ID :	N032004-05-1400081	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/14/2004 6:59:03 AM
Case Originator :	Mimi Makonnen	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/25/2004 10:33:01 AM
Case Owner :	Caroline Odulio	Method :	Phone	Queue :		Days Open :	11
		Point of Origin :	Customer	Wipbin :			
Case Title :	6H= [REDACTED] HEADLIGHT SOCKET ASSISTANCE	No. of Attachments :	0				

## Site / Contact Info :

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

## Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM229X1L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 59,000  
In Service Date : 01/03/2001  
Months In Use : 40  
Engine Number : D17A21438958  
Originating Dealer No. / Name : 206735 / CHECKERED FLAG HONDA  
Selling Dealer No. / Name : 206608 / PENINSULA HONDA  
Trim : EX  
No. of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Roadside Service Coverage :  
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 : 206608 / PENINSULA HONDA  
Phone No. : 757-838-1252  
Address : 4115 WEST MERCURY BLVD  
City / State / Zip : HAMPTON, VA 23666  
Svc District / Sls District : 06H / G06  
Warranty Labor Rate / Date : \$95.00 /  
Agent Name : Comp Ind.:

## Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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## Involved Party Info :

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

## Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-05-1400081-1 [REDACTED] PRODUC	Subcase Close	Complaint	Product	Operation	712	Headlights

Issue Details

Issue ID : N032004-05-1400081-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2004 8:56:29 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 5/25/2004 10:32:58 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Wiring/Connec 7122

Campaign Code / Desc : /

Temperament

Resolutions : Assist Denied

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 : N032004-05-1400081

Case Title : 6H- [REDACTED] HEADLIGHT SOCKET ASSISTANCE

\*\*\* CASE CREATE 5/14/2004 6:59:03 AM, bmakonne

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

\*\*\* NOTES 5/14/2004 6:59:06 AM, bmakonne, Action Type :

The customer has questions about a part for the headlight recall.

\*\*\* CASE MODIFY 5/14/2004 7:01:51 AM, bmakonne

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/14/2004 7:02:10 AM, bmakonne

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/14/2004 7:02:22 AM, bmakonne

into WIP default and Status of Solving.

\*\*\* NOTES 5/14/2004 7:12:14 AM, bmakonne, Action Type : Call from Customer

The customer stated that the low beam headlights overheated and failed on April 1. The customer stated that he took his vehicle to Williams Honda and they informed him that there was a headlight recall that had just been issued that same day. The customer stated that Williams Honda replaced the switch and wire harness connector. The customer stated that they did not replace the headlight socket. The customer stated that the socket also overheated and is damaged. The customer stated that he spoke to Mark the service advisor and he informed the customer that the headlight recall was not related to the socket overheating. The customer stated that this does not make any sense because they both were damaged on the same day. The customer stated that he believes that the socket overheated because the wire harness connector overheated.

The customer would like AHM to either mediate with Williams Honda or to cover the cost for the new socket. My supervisor advised me to dispatch the case. I informed the customer that I was opening a case and sending it to a case manager. I informed the customer that I could not make any guarantees as to what the case manager would decide and that they made decisions on a case by case basis. I informed the customer that a case manager would contact him in 3-5 business days. The customer understood. I am dispatching the case.

\*\*\* CASE MODIFY 5/14/2004 7:12:22 AM, bmakonne

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 5/14/2004 7:12:41 AM, bmakonne

from WIP default to Queue Team G.

\*\*\* CASE RULE ACTION 5/15/2004 6:12:41 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* CASE RULE ACTION 5/16/2004 6:12:41 AM, sa

Action Task - owners supvr - 48 hrs of rule Queue Escalation fired

\*\*\* CASE YANKED 5/17/2004 7:22:05 AM, rrobbins

Yanked by rrobbins into WIPbin Default.

\*\*\* CASE CAMPAIGN LOOKUP 5/17/2004 7:22:49 AM, rrobbins

CAMPAIGN CHECK 05/17/2004 07:22:49 AM rrobbins

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

\*\*\* CASE MODIFY 5/17/2004 7:23:05 AM, rrobbins

into WIP Default and Status of Solving.

Case History

Case ID : N032004-05-1400081

Case Title : 6H= [REDACTED] HEADLIGHT SOCKET ASSISTANCE

\*\*\* CASE ASSIGN 5/17/2004 7:23:08 AM, rrobbins

N032004-05-1400081 to codulio, WIP

\*\*\* CASE RULE ACTION 5/17/2004 7:23:08 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 5/17/2004 1:52:41 PM, codulio, Action Type : Note-General

Passed on to Supervisor to see if this case needs to go back to satellite for review.

\*\*\* NOTES 5/20/2004 8:54:27 AM, codulio, Action Type : Call to Dealer

I spoke with George (SA) who confirmed Grant Meadows (SM) is the person that helped the customer. George was not really able to confirm what was diagnosed and completed. I left message with George to have Grant call me back. I provided the case#.

\*\*\* NOTES 5/20/2004 8:55:18 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Dear: Grant Meadow,

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

The customer stated that the low beam headlights overheated and failed on April 1. The customer stated that he took his vehicle to Williams Honda and they informed him that there was a headlight recall that had just been issued that same day. The customer stated that Williams Honda replaced the switch and wire harness connector. The customer stated that they did not replace the headlight socket. The customer stated that the socket also overheated and is damaged. The customer stated that he spoke to Mark the service advisor and he informed the customer that the headlight recall was not related to the socket overheating. The customer stated that this does not make any sense because they both were damaged on the same day. The customer stated that he believes that the socket overheated because the wire harness connector overheated.

The customer would like AHM to either mediate with Williams Honda or to cover the cost for the new socket.

Hello Grant, I left you a message to call me and go over this customer case. Customer is waiting for a follow up, please call me back to review.

Thank you for your attention to this matter.

Caroline Odulio

Automobile Customer Service

800 999-1009 x118051

\*\*\* SUBCASE N032004-05-1400081-1 CREATE 5/20/2004 8:56:29 AM, codulio

Created in WIP Default with Due Date 5/20/2004 8:56:29 AM.

\*\*\* NOTES 5/20/2004 9:10:33 AM, codulio, Action Type : Call to Customer

I spoke with Marcus Allen who initially called into ACS. I asked the customer if he has any aftermarket light bulbs on his headlight? Customer confirmed yes which he purchased at Auto Zone about a year ago. I did let the customer know I reviewed the TSB and it does not indicate the headlight socket would be affected. I told the customer at this time I put a message to the SM Grant Meadows to call me back to confirm the diagnoses they found. I told the customer at this time if there will be any consideration to help with repairs he will be participating in the repair cost. Customer said ok and understood.

I provided my information and case# to refer to if he needs to call me back but I told the customer that I will be in touch once I get some information



Case History

Case ID : N032004-05-1400081

Case Title : 6H= [REDACTED] HEADLIGHT SOCKET ASSISTANCE

from the dlr..

\*\*\* COMMIT 5/20/2004 9:10:45 AM, codulio, Action Type : N/A

review case with Supervisor about the aftermarket light bulb

\*\*\* CASE MODIFY 5/20/2004 9:11:49 AM, codulio

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 5/20/2004 9:12:12 AM, codulio

into WIP Default and Status of Solving.

\*\*\* CASE FULFILL 5/25/2004 10:28:53 AM, codulio

Fulfilled for [REDACTED] due 05/21/2004 06:00:00 AM.

\*\*\* NOTES 5/25/2004 10:30:19 AM, codulio, Action Type : Note-General

I reviewed case with Supervisor about the customer letting me know he has aftermarket light bulbs and Supervisor agreed no assistance.

\*\*\* NOTES 5/25/2004 10:32:25 AM, codulio, Action Type : Call to Customer

I spoke with [REDACTED] and I informed him AHM is not going to assist him b/c failure may have occurred due to the aftermarket light bulb he has on the vehicle. Customer said ok and he understands.

\*\*\* SUBCASE N032004-05-1400081-1 CLOSE 5/25/2004 10:32:58 AM, codulio

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/25/2004 10:33:01 AM, codulio

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 03/06/2012

#### Case Details

Case ID : N012011-12-2100198	Division : Honda - Auto	Condition : Closed	Open Date : 12/21/2011 7:41:02 AM
Case Originator : Rio Wardana (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/21/2011 7:49:02 AM
Case Owner : Rio Wardana (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Rio Wardana (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - LOW BEAM HEADLIGHT 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 : HARRISON, OH 45030  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

#### Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGEM21541L [REDACTED]  
 Model / Year : CIVIC / 2001  
 Model ID / Product Line : EM2151PW / A  
 Miles / Hours : 130,000  
 In Service Date : 01/23/2001  
 Months In Use : 131  
 Engine Number : D17A11473206  
 Originating Dealer No. / Name : 207545 / HUGGINS HONDA  
 Selling Dealer No. / Name : 207545 / HUGGINS HONDA  
 Trim : LX  
 No. Of Doors : 2  
 Transmission Code : 5MT  
 Exterior Color : GN  
 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
N012011-12-2100198-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012011-12-2100198-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rio Wardana	Type 1 : Product	Status : Subcase Close	Open Date : 12/21/2011 7:48:50 AM
Issue Owner : Rio Wardana	Type 2 : Operation	Queue :	Close Date : 12/21/2011 7:49:02 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 : 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 : N012011-12-2100198

Case Title : [REDACTED] - LOW BEAM HEADLIGHT CONCERN

\*\*\* CASE CREATE 12/21/2011 7:41:02 AM, rwardana

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

\*\*\* NOTES 12/21/2011 7:47:48 AM, rwardana, Action Type : Call from Customer

I updated the customer's contact information.

Customer called ACS in regards to the low beam headlights of his 2001 Civic. Customer states that the lights would go out suddenly. Customer has tried the fuses, and the bulbs itself. Customer has not taken the vehicle into a dealership. Customer would like to know if the vehicle was included in a recall.

ACS advised the customer that the vehicle is included in the Combination Light Switch recall, which was completed as of 2004. ACS advised that there is no way for me to confirm whether or not this problem is the same issue that would have been covered under the recall. ACS advised the customer that he could speak with our Campaign department, which would have more information specifically for the recall.

Customer needed no further assistance.

\*\*\* CASE MODIFY 12/21/2011 7:48:06 AM, rwardana

into WIP default and Status of Solving.

\*\*\* SUBCASE N012011-12-2100198-1 CREATE 12/21/2011 7:48:50 AM, rwardana

Created in WIP Default with Due Date 12/21/2011 7:48:50 AM.

\*\*\* CASE MODIFY 12/21/2011 7:48:59 AM, rwardana

into WIP default and Status of Solving.

\*\*\* SUBCASE N012011-12-2100198-1 CLOSE 12/21/2011 7:49:02 AM, rwardana

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/21/2011 7:49:02 AM, rwardana

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-12-2100211	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/21/2011 7:47:51 AM
Case Originator :	Keith Applewhite (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/21/2011 7:58:04 AM
Case Owner :	Keith Applewhite (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Keith Applewhite (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION 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 : HARRISON, OH [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21541L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2151PW / A  
Miles / Hours : 130,000  
In Service Date : 01/23/2001  
Months In Use : 131  
Engine Number : D17A11473206  
Originating Dealer No. / Name : 207545 / HUGGINS HONDA  
Selling Dealer No. / Name : 207545 / HUGGINS HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 5MT  
Exterior Color : GN  
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
N032011-12-2100211-1 / [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-12-2100211-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/21/2011 7:52:20 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 12/21/2011 7:58:04 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Headlight Out 7121  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032011-12-2100211

Case Title : [REDACTED] COMBINATION SWITCH

\*\*\* CASE CREATE 12/21/2011 7:47:51 AM, kapplewh

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

\*\*\* CASE MODIFY 12/21/2011 7:48:11 AM, kapplewh  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 12/21/2011 7:48:22 AM, kapplewh  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 12/21/2011 7:48:55 AM, kapplewh  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 12/21/2011 7:48:59 AM, kapplewh  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 12/21/2011 7:49:03 AM, kapplewh  
into WIP default and Status of Solving.

\*\*\* NOTES 12/21/2011 7:51:58 AM, kapplewh, Action Type : Call from Customer

The customer contacted AHM inquiring on the combination switch recall. I verified the customers contact information. The customer states the low beam headlights do not work. The customer wants to know if the combination switch recall applies to this vehicle. I advised the customer that the recall does apply to this vehicle and it has been taken care of. I advised the customer that he may want to have the vehicle diagnosed by an authorized Honda dealer as the problem may or may not be related to the recall. I advised the customer that he may contact AHM to see what can be done, if the dealer determines the problem is related to the recall. The customer requested no further assistance.

Customers contact number: 5132020418

\*\*\* CASE CREATE 12/21/2011 7:52:20 AM, kapplewh

Number = N032011-12-2100211-1, Created in WIP default with due date 12/22/2011 07:52:20 AM..

\*\*\* SUBCASE N032011-12-2100211-1 CREATE 12/21/2011 7:52:20 AM, kapplewh, Action Type :  
Created in WIP default with due date 12/22/2011 07:52:20 AM.\*\*\* SUBCASE N032011-12-2100211-1 MODIFY 12/21/2011 7:52:22 AM, kapplewh  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 12/21/2011 7:52:26 AM, kapplewh  
into WIP default and Status of Solving.\*\*\* SUBCASE N032011-12-2100211-1 CLOSE 12/21/2011 7:58:04 AM, kapplewh  
Status = Solving, Resolution Code = Instruction Given\*\*\* CASE CLOSE 12/21/2011 7:58:04 AM, kapplewh  
Status = Closed, Resolution Code = Instruction Given, State = Open

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-12-0101075	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/1/2009 12:54:50 PM
Case Originator :	Bridgette Samonte (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/21/2009 8:25:59 AM
Case Owner :	Chris Davis (Team HF)	Method :	Phone	Queue :		Days Open :	20
Last Closed By :	Chris Davis (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	06L-LEITH HONDA- [REDACTED] LOW BEAM HEADLIGHT REPLACEMENT 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 : WENDELL, NC [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM229X1L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 99,600  
In Service Date : 12/23/2000  
Months In Use : 108  
Engine Number : D17A21439902  
Originating Dealer No. / Name : 206824 / LEITH HONDA  
Selling Dealer No. / Name : 206824 / LEITH HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
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 : 206824 / LEITH HONDA  
Phone No. : 919-876-5200  
Address : 3940 CAPITAL HILLS DR  
City / State / Zip : RALEIGH, NC 27616  
Svc District / Sls District : 06L / F06  
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
N012009-12-0101075-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	712	Headlights



## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012009-12-0101075-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 12/1/2009 2:18:14 PM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 12/21/2009 8:25:43 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 : Assist - AHM 100%, 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
33101-S5P-A01	HEADLIGHT UNIT, R.	Not Applicable

**Check Req Info :**

Check Requisition No. : 8055  
Primary Amount : \$0.00  
Incidental Type 1 / Amount : Other / \$87.45  
Incidental Type 2 / Amount : Other / \$34.47  
Total Amount : \$121.92  
Approved By : wparker  
Approval Date : 12/14/2009  
Status : PROCESSED  
Check No. : 1834990  
Check Date : 12/18/2009

Payee Name : [REDACTED]  
Address : [REDACTED]  
City / State / Zip : WENDELL, NC [REDACTED]  
Campaign Template # :  
Contention Code : 03220  
Defect Code : 03214  
Category : Regular  
Failed Part # : 33101-S5P-A01

## Spool Report

Run Date : 03/06/2012

## Case History

Case ID : N012009-12-010I075

Case Title : 06L-LEITH HONDA- - LOW BEAM HEADLIGHT REPLACEMENT

\*\*\* CASE CREATE 12/1/2009 12:54:50 PM, bsamonte

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/1/2009 12:54:54 PM, bsamonte

WARRANTY CHECK 12/01/2009 12:54:54 PM bsamonte

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 12/1/2009 12:55:18 PM, bsamonte

CAMPAIGN CHECK 12/01/2009 12:55:18 PM bsamonte

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/30/09; FX;

\*\*\* CASE VSC LOOKUP 12/1/2009 12:55:20 PM, bsamonte

VSC-CUC CHECK 12/01/2009 12:55:19 PM bsamonte

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/1/2009 12:55:34 PM, bsamonte

CLAIM CHECK 12/01/2009 12:55:34 PM bsamonte

The following Claim History information was found

0; 2009-11-30; 206824; 149914; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN T

\*\*\* CASE MODIFY 12/1/2009 12:56:12 PM, bsamonte

into WIP default and Status of Solving.

\*\*\* NOTES 12/1/2009 1:04:58 PM, bsamonte, Action Type : Call from Customer

**Contact Info Verified**

Customer was driving and all of a sudden, the low beam headlights went out. There were no open Honda dealers.

Wires were melted together. Customer had low beam headlights replaced at an IRF, without realizing it was under a recall. Customer paid \$87.45 for diagnosis at Advance Auto and \$34.47 for dual halogen light bulb. IRF remembered they had another Honda vehicle come in for the same issue and it was a recall. IRF referred to Honda dealer.

Customer took the vehicle to Leith Honda on 11/30 and had SAFETY RECALL: COMBINATION LIGHT SWITCH performed. Customer seeks reimbursement for going to IRF because she never received a notice about the recall. Customer will fax today. Case number provided.

\*\*\* CASE MODIFY 12/1/2009 1:05:05 PM, bsamonte

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/1/2009 1:05:11 PM, bsamonte

from WIP default to Queue Honda Team F.

\*\*\* CASE ASSIGN 12/1/2009 1:43:02 PM, wparker

N012009-12-0101075 to cdavis, WIP ☐!☐½à

\*\*\* CASE RULE ACTION 12/1/2009 1:43:02 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 12/1/2009 2:16:52 PM, cdavis

Case History

Case ID : N012009-12-0101075

Case Title : 06L-LEITH HONDA- [REDACTED] LOW BEAM HEADLIGHT REPLACEMENT

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 12/1/2009 2:17:06 PM, cdavis

CAMPAIGN CHECK 12/01/2009 02:17:06 PM cdavis

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/30/09; FX;

\*\*\* SUBCASE N012009-12-0101075-1 CREATE 12/1/2009 2:18:14 PM, cdavis

Created in WIP Default with Due Date 12/1/2009 2:18:14 PM.

\*\*\* COMMIT 12/1/2009 2:18:21 PM, cdavis, Action Type : N/A

Made to [REDACTED] due 12/04/2009 02:18:24 PM.

f/u with SM

\*\*\* NOTES 12/1/2009 2:19:56 PM, cdavis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/4/2009

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

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:

Customer contacted our office seeking reimbursement for replacement for the low beam head light. Please provide me with any information you can regarding this matter.

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.

Chris Davis

Automobile Customer Service

\*\*\* CASE MODIFY COMMITMENT 12/1/2009 2:20:38 PM, cdavis

with NANCY MORRIS due 12/07/2009 02:18:24 PM.

\*\*\* CASE MODIFY 12/1/2009 2:21:21 PM, cdavis

into WIP default and Status of Solving.

\*\*\* NOTES 12/1/2009 4:43:34 PM, ahsieh, Action Type : Letter/Fax

On 12/01/09 ACS rec'd a 7-page fax from the customer. Customer faxed over copies of receipts and maintenance records.

\*\*\* NOTES 12/2/2009 6:11:56 AM, cdavis, Action Type : Call to Customer

Left a message for the customer advising them that I will be looking into her concern. The customer was provided with my contact information.

\*\*\* CASE MODIFY 12/2/2009 6:12:04 AM, cdavis

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 12/8/2009 7:30:35 AM, cdavis

CAMPAIGN CHECK 12/08/2009 07:30:35 AM cdavis

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/30/09; FX;

Case History

Case ID : N012009-12-0101075

Case Title : 06L-LEITH HONDA- [REDACTED] LOW BEAM HEADLIGHT REPLACEMENT

\*\*\* CASE MODIFY 12/8/2009 7:35:06 AM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* CASE MODIFY 12/8/2009 7:53:41 AM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* NOTES 12/8/2009 8:09:13 AM, cdavis, Action Type : Call to Dealer

Left a message for Chuck -SM asking him to provide me with a call back so we can discuss the status of the customer's concern. The SM was provided with my contact information.

\*\*\* CASE FULFILL 12/8/2009 8:09:53 AM, cdavis  
Fulfilled for [REDACTED] due 12/07/2009 02:18:24 PM.

\*\*\* COMMIT 12/8/2009 8:09:58 AM, cdavis, Action Type : N/A  
SM call back?

\*\*\* CASE MODIFY 12/8/2009 8:10:22 AM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* CASE MODIFY 12/9/2009 7:02:47 AM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 12/9/2009 8:00:34 AM, cdavis  
CAMPAIGN CHECK 12/09/2009 08:00:34 AM cdavis  
The following Campaign information was found  
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;  
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/30/09; FX;

\*\*\* NOTES 12/9/2009 8:03:17 AM, cdavis, Action Type : Call to Dealer

Left a message for the SM asking him to provide me with a call back so we can discuss their findings.

\*\*\* CASE FULFILL 12/9/2009 8:03:30 AM, cdavis  
Fulfilled for [REDACTED] due 12/09/2009 12:00:00 AM.

\*\*\* COMMIT 12/9/2009 8:07:37 AM, cdavis, Action Type : N/A  
Sm call back?

\*\*\* CASE MODIFY 12/9/2009 8:08:02 AM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* NOTES 12/11/2009 1:30:28 PM, cdavis, Action Type : Call to Dealer

Spoke to the SM who stated that the customer brought the vehicle in regarding a head light concern. They inspected the vehicle and found that the combination switch and connector need to be replaced. The problem was outlined in a recall SB 04-015. The dealer did not charge the customer.

\*\*\* NOTES 12/11/2009 1:35:14 PM, cdavis, Action Type : Call to Customer

The customer confirmed that the headlights are working as designed. The customer is now seeking reimbursement for the cost of the light bulbs ( Auto Zone) and the inspection from Triple A tire and fleet service. Honda will reimburse the customer for the amount of \$121.92. The decision to reimburse the customer was based on the fact that the repair was covered under a recall.

\*\*\* CASE FULFILL 12/11/2009 1:37:16 PM, cdavis  
Fulfilled for [REDACTED] due 12/11/2009 12:00:00 AM.

Case History

Case ID : N012009-12-0101075 Case Title : 06L-LEITH HONDA- [REDACTED] - LOW BEAM HEADLIGHT REPLACEMENT

\*\*\* SUBCASE N012009-12-0101075-1 DISPATCH 12/11/2009 1:39:26 PM, cdavis  
from WIP Sub Cases to Queue CkReq - Parker.

\*\*\* COMMIT 12/11/2009 1:47:59 PM, cdavis, Action Type : N/A  
check mailed?

\*\*\* CASE MODIFY 12/11/2009 1:48:19 PM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* SUBCASE N012009-12-0101075-1 RULE ACTION 12/12/2009 1:39:26 PM, sa  
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N012009-12-0101075-1 RULE ACTION 12/13/2009 1:39:26 PM, sa  
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

\*\*\* SUBCASE N012009-12-0101075-1 YANKED 12/14/2009 8:28:54 AM, wparker  
Yanked by wparker into WIPbin default.

\*\*\* SUBCASE N012009-12-0101075-1 YANKED 12/14/2009 8:34:20 AM, cdavis  
Yanked by cdavis into WIPbin default.

\*\*\* SUBCASE N012009-12-0101075-1 DISPATCH 12/14/2009 8:34:50 AM, cdavis  
from WIP default to Queue CkReq - Parker.

\*\*\* CASE MODIFY 12/14/2009 8:35:06 AM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* SUBCASE N012009-12-0101075-1 12/14/2009 8:35:32 AM, wparker, Action Type :  
Check Requisition for 121.92 \$ submitted  
Check Requisition for 121.92 \$ submitted by wparker

\*\*\* SUBCASE N012009-12-0101075-1 RETURN 12/14/2009 8:35:37 AM, wparker  
from Queue CkReq - Parker to WIP default.

\*\*\* CASE MODIFY 12/14/2009 10:24:20 AM, cdavis  
into WIP Other Districts and Status of Solving.

\*\*\* NOTES 12/18/2009 2:10:00 PM, pbongco, Action Type : Note-General  
Check mailed

\*\*\* SUBCASE N012009-12-0101075-1 COMMIT 12/21/2009 8:01:52 AM, cdavis, Action Type : External Commitment  
Check processed for check\_req\_no = 8055 on 2009-12-18-00.00.00.000000

\*\*\* NOTES 12/21/2009 8:20:29 AM, cdavis, Action Type : Field Service  
Dpsm was not involved in this case.

\*\*\* SUBCASE N012009-12-0101075-1 YANKED 12/21/2009 8:22:13 AM, cdavis  
Yanked by cdavis into WIPbin default.

\*\*\* NOTES 12/21/2009 8:24:41 AM, cdavis, Action Type : Call to Customer  
Left a message for the customer advising her that the check was mailed out on Friday and that she should receive it with in two weeks.

\*\*\* SUBCASE N012009-12-0101075-1 CLOSE 12/21/2009 8:25:43 AM, cdavis

Case History

Case ID : N012009-12-0101075

Case Title : 06L-LEITH HONDA- [REDACTED] LOW BEAM HEADLIGHT REPLACEMENT

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE FULFILL 12/21/2009 8:25:50 AM, cdavis

Fulfilled for [REDACTED] due 12/21/2009 12:00:00 AM.

\*\*\* CASE CLOSE 12/21/2009 8:25:59 AM, cdavis

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

Case Details

Case ID :	N032010-03-0401108	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/4/2010 1:49:13 PM
Case Originator :	Kelly Fuller (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/4/2010 2:01:00 PM
Case Owner :	Kelly Fuller (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kelly Fuller (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH RECALL			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 : BELMONT, NC [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM22931L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 125,000  
In Service Date : 01/06/2001  
Months In Use : 110  
Engine Number : D17A21439853  
Originating Dealer No. / Name : 208044 / MCKENNEY-SALINAS HONDA  
Selling Dealer No. / Name : 208044 / MCKENNEY-SALINAS HONDA  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : BK  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :  
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 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
N032010-03-0401108-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032010-03-0401108-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 3/4/2010 1:52:16 PM
Issue Owner : Kelly Fuller	Type 2 : Operation	Queue :	Close Date : 3/4/2010 2:01:00 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 : 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 : N032010-03-0401108

Case Title : [REDACTED] HEADLIGHT SWITCH RECALL

\*\*\* CASE CREATE 3/4/2010 1:49:13 PM, kfuller

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

\*\*\* CASE MODIFY 3/4/2010 1:49:17 PM, kfuller

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/4/2010 1:49:19 PM, kfuller

WARRANTY CHECK 03/04/2010 01:49:19 PM kfuller

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/4/2010 1:49:22 PM, kfuller

CLAIM HISTORY CHECK 03/04/2010 01:49:22 PM kfuller

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 3/4/2010 1:49:41 PM, kfuller

CAMPAIGN CHECK 03/04/2010 01:49:41 PM kfuller

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/08/04; FX;

\*\*\* CASE VSC LOOKUP 3/4/2010 1:49:42 PM, kfuller

VSC-CUC CHECK 03/04/2010 01:49:42 PM kfuller

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 3/4/2010 1:51:13 PM, kfuller

CAMPAIGN CHECK 03/04/2010 01:51:13 PM kfuller

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/08/04; FX;

\*\*\* CASE VSC LOOKUP 3/4/2010 1:51:15 PM, kfuller

VSC-CUC CHECK 03/04/2010 01:51:15 PM kfuller

No data found for VIN.

\*\*\* CASE MODIFY 3/4/2010 1:51:26 PM, kfuller

into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-03-0401108-1 CREATE 3/4/2010 1:52:16 PM, kfuller

Created in WIP Default with Due Date 3/4/2010 1:52:16 PM.

\*\*\* NOTES 3/4/2010 2:00:14 PM, kfuller, Action Type : Call from Customer

The customer called regarding the headlight switch recall. I verified contact information and checked for any outstanding campaigns. The customer stated he needed the headlight switch again. He wanted to know if it would be covered. I asked if the car had been diagnosed yet. He stated it had not. I advised the customer to have the vehicle diagnosed to confirm the problem. Then the case can be reviewed for possible assistance. The customer thanked me. I thanked the customer. The call ended.

\*\*\* SUBCASE N032010-03-0401108-1 CLOSE 3/4/2010 2:01:00 PM, kfuller

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/4/2010 2:01:00 PM, kfuller

**Case History**

Case ID : N032010-03-0401108

Case Title : [REDACTED] HEADLIGHT SWITCH RECALL

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-07-2801392	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/28/2010 2:12:08 PM
Case Originator :	Amanda Esquivel (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/28/2010 2:22:18 PM
Case Owner :	Amanda Esquivel (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Amanda Esquivel (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	COMBINATION LIGHT SWITCH RECALL			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 : NORRISTOWN, PA  
E Mail :  
Svc District / Sls District : /

Product Info :

Unit Owner :  
VIN Type / No. : US VIN / 1HGEM21991L  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2191MW / A  
Miles / Hours :  
In Service Date : 01/10/2001  
Months In Use : 114  
Engine Number : D17A21441597  
Originating Dealer No. / Name : 207893 / COMMONWEALTH HONDA  
Selling Dealer No. / Name : 207893 / COMMONWEALTH HONDA  
Trim : EX  
No. Of Doors : 2  
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 : 208154 / CONICELLI HONDA  
Phone No. : 610-828-1400  
Address : 1100 RIDGE PIKE  
City / State / Zip : CONSHOHOCKEN, PA 19428  
Svc District / Sls District : 05H / C05  
Warranty Labor Rate / Date : \$98.00 /  
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 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
N032010-07-2801392-1 /	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-07-2801392-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/28/2010 2:19:44 PM
Issue Owner : Amanda Esquivel	Type 2 : Eligibility	Queue :	Close Date : 7/28/2010 2:22:18 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
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 : N032010-07-2801392

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

\*\*\* CASE CREATE 7/28/2010 2:12:08 PM, aesquive

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

\*\*\* CASE CAMPAIGN LOOKUP 7/28/2010 2:12:11 PM, aesquive

CAMPAIGN CHECK 07/28/2010 02:12:11 PM aesquive

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/28/2010 2:12:12 PM, aesquive

WARRANTY CHECK 07/28/2010 02:12:12 PM aesquive

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/28/2010 2:12:14 PM, aesquive

CLAIM CHECK 07/28/2010 02:12:14 PM aesquive

The following Claim History information was found

0; 2009-12-15; 208356; 218747; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012 07&gt; CR-V CHANGED TO 0.4 PER TIME STUDY. 05-ON O

\*\*\* CASE VSC LOOKUP 7/28/2010 2:12:15 PM, aesquive

VSC-CUC CHECK 07/28/2010 02:12:15 PM aesquive

No data found for VIN.

\*\*\* CASE MODIFY 7/28/2010 2:12:16 PM, aesquive

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/28/2010 2:15:56 PM, aesquive

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/28/2010 2:19:05 PM, aesquive

into WIP default and Status of Solving.

\*\*\* CASE CREATE 7/28/2010 2:19:44 PM, aesquive

Number = N032010-07-2801392-1, Created in WIP default with due date 07/29/2010 02:19:44 PM..

\*\*\* SUBCASE N032010-07-2801392-1 CREATE 7/28/2010 2:19:44 PM, aesquive, Action Type :

Created in WIP default with due date 07/29/2010 02:19:44 PM.

\*\*\* SUBCASE N032010-07-2801392-1 MODIFY 7/28/2010 2:19:55 PM, aesquive

into WIP default and Status of Solving.

\*\*\* NOTES 7/28/2010 2:22:07 PM, aesquive, Action Type : Call from Customer

Customer states he took the vehicle to Conicelli Honda last week to have the air bag inflator recall performed. He states he asked if there were any other recalls and they assured him there were not. He states he noticed a burning smell coming from his steering wheel. Customer states the plastic was melting and smoking. He located a recall for the combination light switch which the dealership never advised him of.

I apologized and confirmed the recall is still outstanding and can be performed at any authorized Honda dealership free of cost. He asked for a list of dealerships and maps of their locations that can perform this. I provided [www.automobiles.honda.com](http://www.automobiles.honda.com) <<http://www.automobiles.honda.com>> website where he can locate all

Case History

Case ID : N032010-07-2801392

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

dealerships. He thanked me and we ended the call.

updated ownership

\*\*\* CASE MODIFY 7/28/2010 2:22:10 PM, aesquive  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/28/2010 2:22:16 PM, aesquive  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-07-2801392-1 CLOSE 7/28/2010 2:22:18 PM, aesquive  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/28/2010 2:22:18 PM, aesquive  
Status = Closed, Resolution Code = Instruction Given, State = Open

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012011-01-3103885	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/31/2011 3:12:53 PM
Case Originator :	Ryan Watkins (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/31/2011 3:28:39 PM
Case Owner :	Ryan Watkins (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ryan Watkins (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT 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 : NORTHVALE, NJ  
E Mail :  
Svc District / Sls District : /

**Product Info :**

Unit Owner :  
VIN Type / No. : US VIN / 1HGEM219011  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2191MW / A  
Miles / Hours : 154,000  
In Service Date : 03/08/2001  
Months In Use : 118  
Engine Number : D17A21441649  
Originating Dealer No. / Name : 207553 / DCH ACADEMY HONDA  
Selling Dealer No. / Name : 207200 / DCH PARAMUS HONDA  
Trim : EX  
No. Of Doors : 2  
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 : 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. :

**3rd Party Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.
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**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-3103885-[REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-3103885-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 1/31/2011 3:26:30 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 1/31/2011 3:26:49 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  
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 : N012011-01-3103885

Case Title : [REDACTED] HEADLIGHT CONCERN

\*\*\* CASE CREATE 1/31/2011 3:12:53 PM, rwatkins

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

\*\*\* CASE MODIFY 1/31/2011 3:15:14 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:15:27 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:15:34 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:15:35 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:16:43 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:17:35 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:17:41 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:17:52 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:18:04 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:18:22 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* NOTES 1/31/2011 3:25:01 PM, rwatkins, Action Type : Call from Customer

[REDACTED] verified contact info.

HONDA OF NANUET

Customer states low beam headlight failed and that he understands that there is a recall.

ACS referred customer to DLR for diagnosis and assistance with recalls.

Customer agreed to contact DLR. Call end.

\*\*\* CASE MODIFY 1/31/2011 3:25:19 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* SUBCASE N012011-01-3103885-1 CREATE 1/31/2011 3:26:30 PM, rwatkins

Created in WIP Default with Due Date 1/31/2011 3:26:30 PM.

\*\*\* SUBCASE N012011-01-3103885-1 CLOSE 1/31/2011 3:26:49 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/31/2011 3:28:22 PM, rwatkins

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/31/2011 3:28:29 PM, rwatkins

**Case History**

Case ID : N012011-01-3103885

Case Title : [REDACTED] HEADLIGHT CONCERN

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/31/2011 3:28:39 PM, rwatkins

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

## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-12-2801128	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/28/2010 12:21:43
Case Originator :	Khia Eaton (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/28/2010 2:06:36 PM
Case Owner :	Khia Eaton (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Khia Eaton (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY			No. of Attachments :	0		

**Site / Contact Info :**

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

**Product Info :**

Unit Owner :  
VIN Type / No. : US VIN / 1HGEM22911L  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2291MW / A  
Miles / Hours : 169,000  
In Service Date : 01/04/2001  
Months In Use : 119  
Engine Number : D17A21444752  
Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN  
Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN  
Trim : EX  
No. Of Doors : 2  
Transmission Code : 4AT  
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 : 208233 / COGGIN DELAND HONDA  
Phone No. : 386-738-0007  
Address : 1580 S. WOODLAND BLVD.  
City / State / Zip : DELAND, FL 32720  
Svc District / Sls District : 07H / B07  
Warranty Labor Rate / Date : \$85.00 /  
Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

Party 1 : Not Applicable  
Party 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
N012010-12-2801128-1	CAMPPI Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N012010-12-2801128-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/28/2010 1:57:45 PM
Issue Owner : Khia Eaton	Type 2 : Details	Queue :	Close Date : 12/28/2010 2:06:32 PM
Issue Title : [REDACTED] - CAMPAIGN - DETAILS			

**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 : 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 : N012010-12-2801128

Case Title : [REDACTED] RECALL INQUIRY

\*\*\* CASE CREATE 12/28/2010 12:21:43 PM, keaton

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

\*\*\* CASE MODIFY 12/28/2010 12:28:34 PM, keaton

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-12-2801128-1 CREATE 12/28/2010 1:57:45 PM, keaton

Created in WIP Default with Due Date 12/28/2010 1:57:45 PM.

\*\*\* NOTES 12/28/2010 2:06:21 PM, keaton, Action Type : Call from Customer

Customer information was updated

Situation: Customer has contacted ACS stating that her headlights have recently failed although her high beams remain operational.

Request: Customer is looking to verify recall information

Probing Questions: ACS verified that there was in fact a recall that seemed to be in correlation with these symptoms. ACS confirmed that records show that safety recall 04-015 which seemed to have similar symptoms to what the customer has described has been addressed as of 11/02/2007. ACS then researched and found that she was in fact the current owner of the vehicle and verified that the recall was noted as being performed at dealer Coggin Deland Honda in Florida.

Inbound Summary: Customer stated that she has never taken her vehicle to Florida. ACS provided the customer with contact information for Coggin Deland Honda @ (386) 738-0007 for them to validate their records, as well as referring the customer to her usual servicing dealer to verify the punch mark of completion. ACS provided the customer with her case number as a reference, and explained to her that if additional assistance is required to select the recall option from the main menu. Customer thanked ACS and required no additional assistance at the moment.

\*\*\* SUBCASE N012010-12-2801128-1 CLOSE 12/28/2010 2:06:32 PM, keaton

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/28/2010 2:06:36 PM, keaton

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

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-09-0201827	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/2/2009 4:21:14 PM
Case Originator :	Anthony Varon (Team MA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/2/2009 4:24:28 PM
Case Owner :	Anthony Varon (Team MA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Anthony Varon (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL INQUIRY			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 : ENUMCLAW, WA [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / 1HGEM21281L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2121PW / A  
Miles / Hours : 134,655  
In Service Date :  
Months In Use :  
Engine Number : D17A11482239  
Originating Dealer No. / Name : 809304 / HONDA DEUTSCHLAND  
Selling Dealer No. / Name :  
Trim : DX  
No. Of Doors : 2  
Transmission Code : 5MT  
Exterior Color : GN  
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 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
N012009-09-0201827-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

## Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012009-09-0201827-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Anthony Varon	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/2/2009 4:23:00 PM
Issue Owner : Anthony Varon	Type 2 : Eligibility	Queue :	Close Date : 9/2/2009 4:24:20 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc : Wiring/Connec 7122  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information, Referred to Website  
Component Category : NA - Please Specify  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-0201827

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

\*\*\* CASE CREATE 9/2/2009 4:21:14 PM, avaron

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/2/2009 4:21:17 PM, avaron

WARRANTY CHECK 09/02/2009 04:21:16 PM avaron

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/2/2009 4:21:19 PM, avaron

CLAIM HISTORY CHECK 09/02/2009 04:21:19 PM avaron

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/2/2009 4:21:23 PM, avaron

CAMPAIGN CHECK 09/02/2009 04:21:23 PM avaron

The following Campaign information was found

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

\*\*\* CASE VSC LOOKUP 9/2/2009 4:21:24 PM, avaron

VSC-CUC CHECK 09/02/2009 04:21:24 PM avaron

No data found for VIN.

\*\*\* SUBCASE N012009-09-0201827-1 CREATE 9/2/2009 4:23:00 PM, avaron

Created in WIP Default with Due Date 9/2/2009 4:23:00 PM.

\*\*\* NOTES 9/2/2009 4:24:14 PM, avaron, Action Type : Call from Customer

Updated Customer Information

Best Contact phone: [REDACTED]

Situation: Customer states that the head light switch over heated &amp; the wire broke &amp; he has found online that there is a recall on it.

Request: Customer is seeking to know if the vehicle is involved in any type of head light switch recall that he found online.

Probing questions: Customer provided information.

Inbound Summary: ACS apologized &amp; advised the customer that the vehicle is not involved in any type of head light recall &amp; he can check on recalls in the future at the ownerlink site. Customer seeks no further assistance.

\*\*\* SUBCASE N012009-09-0201827-1 CLOSE 9/2/2009 4:24:20 PM, avaron

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 9/2/2009 4:24:23 PM, avaron

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 9/2/2009 4:24:28 PM, avaron

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



## AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

## Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032005-02-0800114	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/8/2005 7:06:37 AM
Case Originator :	Sylvia Cervantes (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/8/2005 7:13:41 AM
Case Owner :	Sylvia Cervantes (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Sylvia Cervantes (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	71 [REDACTED] HEADLIGHT SWITCH RECALL INQUIRY	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 : ORLANDO, FL [REDACTED]  
E Mail : [REDACTED]  
Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
VIN Type / No. : US VIN / IHGEM22531L [REDACTED]  
Model / Year : CIVIC / 2001  
Model ID / Product Line : EM2251PW / A  
Miles / Hours : 58,080  
In Service Date : 06/11/2001  
Months In Use : 44  
Engine Number : D17A11482451  
Originating Dealer No. / Name : 207734 / ROSENTHAL FAIRFAX HONDA  
Selling Dealer No. / Name : 207734 / ROSENTHAL FAIRFAX HONDA  
Trim : LX  
No. Of Doors : 2  
Transmission Code : 4AT  
Exterior Color : SI  
Factory Warranty Start / End Date :  
Factory Warranty Cancellation Date :  
HPP/VSC Coverage Start / End Date :  
HPP/VSC Cancellation Date :  
Extended Warranty Start / End Date :  
Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 206826 / HOLLER HONDA  
Phone No. : 407-629-1234  
Address : 2211 N. SEMORAN BLVD.  
City / State / Zip : ORLANDO, FL 32807  
Svc District / Sls District : 07L / B07  
Warranty Labor Rate / Date : \$92.00 /  
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
N032005-02-0800114-1 / [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-02-0800114-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Sylvia Cervantes	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/8/2005 7:11:45 AM
Issue Owner : Sylvia Cervantes	Type 2 : Eligibility	Queue :	Close Date : 2/8/2005 7:11:56 AM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 712 / Headlights  
Condition Code Desc Wiring/Connec 7122  
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02  
Temperament Code :  
Resolutions : Provided Information, 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